

RANCHO EL SENDERO POLICY

The following policy is for the use and fulfillment of personnel and guests of Rancho El Sendero At El Potrero Chico with address at Marcos Lozano Gutierrez S / N Hidalgo municipality, Nuevo Leon, Mexico, 65600. In order to always provide a better service and keep an organized atmosphere and common respect we adhere to the following rules and policies of the property.

- I. It is a mandatory requirement that everyone who stays at the property must register with our staff in charge at reception, this is applicable for groups and individuals.
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- II. The check-in time is set at 2:00 pm and the departure and Check-Out is set at 12:00 hours. Late Check Out is possible upon request.

- III. All lodging services must be paid at the time of the registration (Check In) contemplating and calculating the check in date and check out date. In the case of wanting to extend the stay, the corresponding payment will be requested contemplating and calculating the new check out date and number of nights.

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- IV. It is very important for us that your stay at Rancho El Sendero is safe and comfortable, it is possible to request to extend your stay as long as it does not interfere with other scheduled reservations. It is important to confirm the availability in case you want to request an extension, Rancho El Sendero will provide all possible options. This point applies particularly for spaces and reservations in private rooms, houses and hostel cabins.
- V. Rancho El Sendero is not responsible for personal and / or material losses within its facilities, this includes rooms, hostel cabins, field, kitchen, parking or any other area of the property.

VI. The use of speakers, music and / or musical instruments is always allowed at a MODERATE volume. Schedule from Monday to Thursday is until 11:00 PM and weekends from Friday to Sunday until 12:00 AM. In the case of not following this rule Rancho El Sendero will have the full right to turn off any sound equipment that interferes with the rest of other guests.

VII. Rancho El Sendero will not tolerate any act of violence, we reserve the full right of admission and / or expulsion to any person / group that incites any type of violence or fight within our facilities.

VIII. Rancho El Sendero reserves the right of admission, in any case, in which a person or group refuses to respect or fails to comply with this policy may be removed from the facilities without any refund.

IX. The access of alcoholic beverages is allowed in the facilities (except in areas of Restaurant-Bar La Cumbre). The introduction and intake of illicit drugs within the facilities is strictly prohibited.

X. Smoking is not allowed inside the rooms, hostel cabins, house, bathrooms, kitchen and / or any closed area.

XI. We are a Pet Friendly place. Pets are completely welcome at Rancho El Sendero, all pets must be registered along with their owner, at the time of registration the owner agrees and takes TOTAL responsibility for any damage that may be caused within the facilities, for damage means material, physical (other pets or people) and ecological (clean your stool). The pet owner must be vigilant of his/her pet at any time.

- XII. Reception hours are from 7:00 AM to 8:00 PM. In the event that the arrival of the guest (s) is out of this time range, this should be informed to the administration 1 day before arrival, Rancho El Sendero will provide the instructions to follow in order to set them in either by Self Check In or by having someone from our staff waiting for the guest(s) arrival.
- XIII. The special rates that are entitled to guests with extended stays (over 10 days) will be fully respected when the payment is in a single exhibition (CC or Cash), when making a reservation for partial payments will be charged the standard price. Example: If a special price was given for a stay longer than 30 days, but the guest wants to pay only 1 week, the price of those days will be at the standard price.
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- XIV. We constantly strive to provide the best facilities, Rancho El Sendero is your home, please treat it as such and respect all its facilities. For a better organization in the communal kitchen, please label your grocery basket with the assigned number or name and have it properly stored, when you are about to leave please make sure to remove your belongings, discard the food that's no longer good and / or give away the food that's still good to someone else. You can also look for the COMMON USE basket, there you can store the food that's still good to eat or food that you're willing to share with others, that means that any other guests can take what they need from there.
- XV. Help us to take care of the environment by protecting resources such as electricity, water and recyclable waste.
- XVI. Children under 5 years old do not have to pay for their stay.
- XVII. Free cancellations up to 20 days before the reservation date for high season (October to March). And up to 7 days before the reservation date during mid and low seasons (April to September). Reservations that are not fully covered during the stay (e.g. Guest wanting to check out before the already set check out date) will be non-refundable in any case.