

Hotel Roca Mar

Dear Guest.

Thank you for reserving at Rocamar.

We look forward to welcome you soon.

Please read the follow information, if you have any questions don't hesitate in contacting us.

**Best Regards,
Rocamar Staff**

PROCEDURE:

1. Reconfirm via email the name of guest, arrival and departure dates, and type of room (number of beds and view), the hotel will put the room on hold for 24 hours while you send the following documentation.
2. If you are booking for Dec. 24- March 31, fill out form authorizing the charge of TWO nights, which will be charged as penalization if guest does not arrive to the hotel or shorten your confirmed stay at the hotel.
Send this format via fax to (from USA) 011 52 (998) 877 0101.
3. If you are booking for dates between April 1 and Dec.23 Fill out form authorizing the charge of one night as penalty which will be charged if guest does not arrive to the hotel or shorten your confirmed stay at the hotel.
Send this format via fax to (from USA) 011 52 (998) 877 0101.
4. Send also via fax copy of photo identification (drivers license or passport) of the credit card holder (person signing the forms).

VERY IMPORTANT: The signature and name of the person authorizing the charge **MUST** be the same as the credit card holder and the photo identification.

Please be sure the signature in the authorization form is the same as on the credit card and ID.

IMPORTANT NOTE

RESERVATIONS AND STAYS WILL BE GUARANTEED WITH THE GUEST'S VISA OR MASTERCARD CREDIT CARD.

A PENALTY WILL BE CHARGED IN USD or PESOS, AT THE HOTEL EXCHANGE RATE OF THE DAY ON THE CREDIT CARD GIVEN, ONLY IF:

- **THE GUEST CANCELS INSIDE THE PENALTY TIME OR**
- **DOES NOT ARRIVE ON THE ARRIVAL DATE**
- **OR IF SHORTEN THE STAY PRIORLY BOOKED.**

ALL THESE REQUIREMENTS ARE FOR YOUR OWN SAFETY AND FOR THE HOTEL'S SECURITY. IF YOU DO NOT SEND THESE TWO REQUIREMENTS CORRECTLY WE WILL NOT ACCEPT YOUR RESERVATION.

Hotel "Roca Mar"

DESCRIPCION OF ROOMS AND HOUSES:

English:

OCEAN VIEW ROOMS WITH AC

Located on the three upper levels of the hotel, 1st, 2nd and 3rd level, there are rooms with one king bed or two double beds, mini-refrigerator, bathroom, fan, ocean front terrace or balcony. Rooms in first and second levels have glass bathrooms: shower and wc exposed within room.

For reference the reception/lobby is located in the upper level, 1st floor. Pool is located in the ground level.

OCEAN VIEW Rooms with Fan

Located on ground level of the hotel, there are rooms with one king bed or two double beds, mini-refrigerator, bathroom, fan, ocean front terrace or balcony. Terrace with view the ocean and common terrace in the rocky garden of the hotel. No AC.

TOWN VIEW ROOMS WITH FAN

Located on the 2nd & 3rd levels of the hotel, these rooms have with one king bed or two double beds, mini-refrigerator, bathroom, fan. No AC.

SUITE ROOMS WITH AC

Located on 1, 2 AND 3rd of the hotel, there are rooms with one king bed, mini-refrigerator, AC, Jacuzzi on the terrace, bathroom, fan, ocean front terrace or balcony. Suites in first and second levels have glass bathrooms: shower and wc exposed within room.

For reference the reception/lobby is located in the upper level, 1st floor. Pool is located in the ground level.

BEACH HOUSE

Located on the ground floor of the hotel, it has two rooms, one private room with one double bed and one common with two double beds; eating area, terrace with ocean view and sand area, mini-refrigerator, 1 bathroom, fan, ocean view. No AC.

GARDEN HOUSE

Located on the ground floor of the hotel, it has one private room with two double beds and one open room with one double beds, a little eating room, little patio, mini-refrigerator, 1 bathroom, fan, terrace with partial pool view. No AC.

Espanol:

CUARTOS CON VISTA AL MAR

Localizados en los pisos altos del hotel (1,2 y 3) tienen una cama King size o dos camas dobles, mini refrigerador, baño, caja de seguridad, ventilador y terraza con vista al mar. Habitaciones con aire acondicionado.

Los Baños del 1º y 2º nivel tienen paredes de cristal y dejan descubierto la taza y la regadera.

CUARTOS CON VISTA AL MAR PLANTA BAJA

Localizados en el nivel del malecón público, tienen una cama King size o dos camas dobles, mini refrigerador baño, caja de seguridad, ventilador y terraza al malecón publico con vista al mar y terraza común externa. No AC.

CUARTOS CON VISTA AL PUEBLO

Localizados en el 2º y 3º nivel del hotel, tienen una cama King size o dos camas dobles, mini refrigerador, baño, caja de seguridad y ventilador. No AC.

SUITE CON VISTA AL MAR

Localizados en los tres niveles del hotel (1,2 y 3) tienen una cama King size, mini refrigerador, jacuzzi en la terraza, AC, caja de seguridad, ventilador y Terraza con vista al mar.

Las suites del 2º y 1º nivel tienen paredes de cristal y dejan al descubierto la taza y la regadera.

CASA DE LA PLAYA

Localizada a un costado de la alberca, tienen una habitación privada con cama doble, un área abierta con dos camas dobles, mini refrigerador, un baño, caja de seguridad, ventilador, cocineta y terraza con vista al mar. No AC.

CASA DEL JARDIN

Localizada a un costado del lobby, tiene una habitación privada con dos camas dobles, un área abierta con una cama doble, mini refrigerador, un baño, caja de seguridad, ventilador, una cocineta y terraza con vista parcial a la alberca y al mar. No AC.

RATES:

Room types:	High Season:	Mid Season:	Low Season:
	December 24,09 - January 02 & February 1-28,10	January 03-31 & March 01-31,10	April 01- December 23,10
Ocean View with AC	\$120.00	\$110.00	\$ 80.00
Ocean View with Fan	\$110.00	\$100.00	\$ 70.00
Town View rooms	\$ 85.00	\$ 85.00	\$ 65.00
Suites with AC	\$135.00	\$125.00	\$ 95.00
Beach House	\$125.00	\$125.00	\$ 95.00
Garden House	\$115.00	\$115.00	\$ 90.00

**All rates are based on sgl/dbl occupancy in the all sections of the hotel.
Extra person in the room \$15 USD, children older than
5 years old is an extra person or two children younger than 5.**

PAYMENTS IN CASH OR TRAVELERS CHEQUES, Visa and Mastercard CREDIT CARDS
ACCEPTED with a 10% extra fee.

The hotel has an exchange rate for payments in pesos which is not necessarily the banks exchange rate .

This exchange rate can change without notice.

Rates are based on double occupancy and are quoted in USD.

Taxes are included. Tips and service not included.

Rates subject to change without notice.

Hotel

Roca Mar

HOTEL POLICIES & PAYMENT REQUIREMENTS

NUMBER OF ROOMS IN THE HOTEL: 32 ROOMS LOCATED ON **GROUND LEVEL AND 1ST, 2ND AND 3RD FLOOR.**
IT IS POLICY OF HOTEL ROCA MAR TO NOT RESERVE ROOMS BY FLOOR OR NUMBER, ONLY BY SECTION.

CATEGORY OF THE ROOMS: 2 STAR, OCEAN VIEW.
OFFICE HOURS: 7:30 AM TO 10:30 PM
MAXIMUM OCCUPANCY IN SECTIONS: TWO TO FOUR PEOPLE.

PAYMENT REQUIREMENTS: PAYMENT CAN BE DONE IN CASH OR TRAVELERS CHEQUES (AMERICAN EXPRESS CHECKS ONLY) OR CREDIT CARD VISA OR MASTERCARD ONLY.
CREDIT CARD WILL BE REQUIRED TO RESERVE THE ROOM.

LATE CHECK-INS AND ARRIVALS TO THE HOTEL: HOTEL ROCA MAR WILL ASK YOU TO OPEN A CREDIT CARD VOUCHER AT ARRIVAL, THIS IS TO GUARANTEE YOUR STAY AS A DAMAGE DEPOSIT REGARDLESS IF YOUR STAY AS FULLY BEEN PREPAID.
IF ANY BROKEN ITEMS OR NON PAID BILLS WILL BE CHARGED IN THIS CREDIT CARD.

LATE ARRIVAL TO THE HOTEL A DEPOSIT OF \$200 USD OR \$2500 PESOS CASH WILL BE ASKED TO BE GIVEN TO THE SECURITY MAN DOING YOUR REGISTRATION, THIS DEPOSIT IS 100% REFUNDABLE THE NEXT DAY AFTER YOU OPEN YOUR VOUCHER.

POLICIES

1. CONFIRMING YOUR RESERVATION

WE RECEIVE YOUR RESERVATION REQUEST EITHER THROUGH OUR WEBSITE OR THROUGH AN OUTSIDE AGENT, WE WILL NOTIFY YOU BY E MAIL IF THE ROOM REQUESTED IS AVAILABLE FOR THE DATES YOU HAVE REQUESTED.

IF AVAILABLE AND YOU WISH TO RESERVE THOSE DATES, SEND FORMATS AUTHORIZING PENALIZATION AND POLICIES.

WE WILL NOT CONFIRM YOUR RESERVATIONS UNLESS WE RECEIVE YOUR FORMAT AND ID.

WE ACCEPT PAYMENTS AT THE HOTEL WITH CASH, TRAVELERS CHEQUES, VISA AND MASTERCARD.

2. CANCELLATION AND PENALIZATION POLICY

IF YOU HAVE TO CANCEL YOUR RESERVATION 30 DAYS OR MORE PRIOR TO YOUR ARRIVAL DATE, WE WILL NOT CHARGE ANY CANCELLATION PENALTY.

IF CANCELLED LESS THAN 30 DAYS FOR A RESERVATION FOR DEC. 24-MARCH 31 WE WILL CHARGE 2 NIGHT PENALIZATION CHARGE

IF CANCELLED WITH LESS THAN 15 DAYS FOR A RESERVATION FOR APRIL 1-DEC. 23 WE WILL CHARGE 1 NIGHT PENALTY CHARGE.

IF GUEST NOTIFIES CANCELLATION OF STAY WHILE BEING IN THE HOTEL OR REDUCES THE LENGH OF THE ORIGINAL RESERVATION: **ONE EXTRA NIGHT PAYMENT WILL BE CHARGED FROM THE DAY OF DEPARTURE.**

VACATION INSURANCE POLICIES ARE AVAILABLE THROUGH VARIOUS INSURANCE AGENCIES WHICH MAY COVER YOUR COSTS IN CASE YOU HAVE TO CANCEL YOUR RESERVATION

3. PARTY POLICY

PLEASE NOTIFY US OF ANY PARTY INVOLVING MORE THAN 4 OUTSIDE GUESTS FOR THE BEACH OR GARDEN HOUSE GUESTS.

NO PARTIES ARE ALLOWED PRIOR NOTIFICATION.

4. CHILDREN

CHILDREN OF ALL AGES ARE ACCEPTED IN THE HOTEL.

IF YOU NEED COTS OR CRIBS PLEASE NOTIFY DURING RESERVATION.

FAMILY PLAN: NO CHARGE FOR ONE CHILD UNDER FIVE YEARS OF AGE WHEN SHARING THE ROOM WITH TWO ADULTS. TWO CHILDREN YOUNGER THAN FIVE YEARS OLD WILL PAY AS ONE EXTRA PERSON.

5. PETS

WE DO NOT ALLOW PETS IN THE HOTEL.

6. SMOKING

NO INDOOR SMOKING IS ALLOWED

7. DAMAGE DEPOSIT

A DAMAGE DEPOSIT OF 150 usd PER STAY PER ROOM IS TO BE ACCEPTED AT THE TIME OF YOUR ARRIVAL BY OPENING A CREDIT CARD VOUCHER.

THIS DEPOSIT CAN BE GUARANTEE WITH YOUR CREDIT CARD OR CASH AND WILL BE CANCELLED OR REFUNDED (IN CASE OF CASH) AT CHECK OUT IF THERE ARE NO DAMAGES REPORTED IN YOUR ROOM. YOU AGREE TO BE RESPONSIBLE FOR FOR ALL DAMAGES NOT COVERED BY YOUR INITIAL DAMAGE DEPOSIT.

YOU WILL NOT BE HELD RESPONSIBLE FOR NORMAL WEAR OF ITEMS IN THE ROOM.

WE RESERVE THE RIGHT TO CHARGE FOR EXTRA CLEANING IF THE ROOM WAS NOT LEFT IN REASONABLE CONDITION THIS INCLUDE LINENS. TATTOO INK, PENCIL INK OR HAIR DYE IS CONSIDERING A DAMAGE IN LINNES.

PEN OR INKS STAINS IN THE SHEETS OR TOWELLS ARE CONSIDERED DAMAGE IN THE HOTEL.

STAINED SHEET-PILLOW COVER-PILLOW COST \$20 USD

STAINED TOWEL COST \$20 USD

LOST KEY CHARGE: \$30 USD/LOST KEY

LOST SECURITY BOX : \$50 USD PER LOST ITEM

Sales & Reserv. Manager: Mrs. Kin Lima.

Hotel Roca Mar

SERVICES

For your comfort, the reservation and front desk staff will help you with the following services:

- * Facial Treatments: in your terrace from \$20. USD to \$42. USD
- * Massages: in your room terrace or pool area rates from \$40. to \$90. USD
- * Golf Carts: All Day 9:AM to 5:PM \$50. USD & 24 Hours \$65. USD
- * Mopeds: (Scooters) 9:Am to 5:Pm: \$30. USD & 24 Hours \$45. USD
- * Tours to Chichen Itza and Tulum: \$120. USD per person (all day)
- * Tour to Contoy Island: \$55. USD per person (meals/drinks included, all day)
- * Snorkeling tours: \$28. USD visiting the nurse sharks (Meals/ included, 4 Hrs)
- * Swim with the Dolphins: From \$79. USD to \$149. USD
- * Tour Around The Island in Taxi: \$20. USD (per hour, max 4 passengers)
- * Private Transportation to the airport: small car \$55. USD & Van \$65. USD
- * Sport fishing trips: from \$125. USD per person (4 hrs), Atlantic sailfish deep sea fishing. Full and half days available, crew, refreshments, bait and equipment included.
- * Whale Shark tours: Shared trip \$120. USD per person (4 hrs), swim with the whale sharks (from May to August).

**Appointments and special arrangements can be done
when stay reservation is made.**

**Prices are subject to change without notice, please inquire current
rates.**