



IMPORTANT TO KNOW DURING YOUR STAY

CHECK IN / CHECK OUT

— **CHECK IN 3PM | CHECK OUT 12PM**

— **Grace Period:** Guests have a 15-minute grace period to check out.

— **Late Check-Out:** If you need a late check-out, please check availability at the front desk on the day of your departure. If available, \$15 USD will be charged for each extra hour, up to a maximum of 4:00 PM. In case you are unable to return before this time, we will need to enter the room to remove your belongings. The housekeeper, along with the responsible on duty, will carefully gather and store your items.

— **Keys:** Upon check-out, please return the room and safe keys to the front desk.

— **Valuables:** We kindly ask that you store your valuable items in the safe. The hotel is not responsible for lost items.

ROOM POLICIES

— **Non-Smoking:** The rooms are non-smoking, including the balconies. We kindly ask smokers to smoke outside the hotel area. As of January 15, 2023, Mexican Law (published in the Official Journal of the Federation) prohibits smoking in hotels and restaurants. Failure to comply will result in an additional charge of **\$200 USD** for sanitation purposes.

— **Visitors:** Outside visitors are not allowed in the rooms after 10:00 PM.

— **Noise:** To ensure the comfort of all our guests, we kindly ask that from 10:00 PM onwards, you maintain a quiet environment and do not make noise that may disturb others.

— **Illegal Substances:** The use of illegal substances is strictly prohibited within the hotel premises.

— **Linens and Towels:** All towels, sheets, and beds are essential for a quality rest and your comfort. Please help us maintain them in good condition to avoid unnecessary charges to your bill.

We appreciate your cooperation and understanding.

AC

To turn on the air conditioner, first insert the white magnet attached to your key into the device mounted on the wall. The magnet must remain there for the system to activate. Then, use the remote control located on the desk in front of the mirror to turn on the air conditioner.

WI-FI

Each room has its own Wi-Fi network. To connect, choose the network whose name ends with your room number. The password is: COLIBRI# followed by your room number and an asterisk.

TV

Your television comes with two remote controls. One is used to turn the TV on and off, while the other controls the channels. On the back of each remote, you'll find a label indicating its specific function.

BEACH TOWELS

Heading to the BEACH CLUB? To get towels, go to the cashier located next to the bar. You'll need to leave a deposit of \$200 MXN / \$10 USD / 10 EUR / ID. The cashier will give you a ticket, which you should keep. During your stay, you can exchange wet towels for dry ones. At the end of your visit, return the towel and ticket to get your deposit back.

DOOR LOCK

To secure the room door, press the button on the handle, then step out and pull the door closed to lock it securely.

WE ARE ALSO AVAILABLE PER WHATSAPP

HOTEL COLIBRI BEACH | +984 125 3051

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