



Payment Policies

- The rates for services at Rio Perdido are per person.
- The hotel rates are per room per night.
- Children under four years old are complimentary for the Thermal Experience
- Reservations Department Schedule: Monday thru Sunday from 9:00 a.m. to 4:00 p.m.
- In order to guarantee the service, all reservations must be pre-paid.

Activities Cancellations Policies

- Cancellations must be done via email.
- Individual reservations cancelled at least 48 hours prior to the arrival day have no penalty charges.
- Individual reservations cancelled 24 hours prior to the arrival day have a 100% penalty charge.
- Group reservations cancelled at least 30 days prior to the arrival day have NO Penalty charges.
- Group reservations cancelled between 29 and 8 days are subject to 50% penalty.
- Group reservations cancelled seven days prior to the arrival day or less have a 100% penalty charge.
- A 100% charge applies to No-Shows.
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CANCELLATION POLICY

- No penalties will apply for individual room reservations (up to 4 rooms reserved for the same dates) canceled 30 days or more prior to the scheduled arrival date.
- No penalties will apply for reservations of 5 rooms or more for the same dates that are canceled 45 days or more prior to the date of arrival. If a 5+ room reservation is canceled between 30 and 44 days prior to the arrival date a 50% penalty fee will apply.
- A 100% penalty fee will apply for individual or group reservations canceled within 30 days before of the scheduled arrival date. Of course, this applies to no-shows as well.