ISLA·AGUADA·GLAMPING·CO.

REFUND POLICY

How and when money moves — in plain language

RESERVATIONS

- **Presale Rates:** **Non-refundable**. Full flexibility instead: **unlimited date changes** within **12 months** (**30 days'** written notice required), or a one-time transfer to another named guest (**72 hours'** notice required).
- **Presale Reservation Deposit (**$50**):** **Refundable** any time before you finalize your dated booking. Once you select your dates and finalize, the deposit is applied as a credit toward your balance and the reservation becomes **non-refundable**, same as the rest of the presale — **unlimited date changes** or a one-time transfer remain available.
- **Standard Rates:** Full refund with **30+ days'** notice before arrival. **50% refund** with **14–29 days'** notice. **Non-refundable** inside 14 days.
- **No-shows** are charged **100%** of the reserved stay.

EXPEDITIONS & ACTIVITIES

- Full refund with **48+ hours'** notice before the scheduled start. **50% refund** between **24–48 hours**. **Non-refundable** inside 24 hours. The **Chiapas Expedition** (a two-day journey) requires **7 days'** notice for a full refund.

JE'LEL SPA

- Free cancellation or rescheduling up to **24 hours** before the appointment. Charged in full inside 24 hours.

MAS'TUL & PRIVATE DINING

- Standard tables release free up to **24 hours** ahead. Beach cabanas, fire-show front row, and upper-terrace buyouts require **72 hours'** notice or the deposit is retained. Private tower dinners are **non-refundable** within 72 hours of the event.

IF THINGS ARE OUT OF OUR CONTROL

- In the event of hurricane, tropical storm warning, government closure, or similar events beyond the property's control, reservations may be rescheduled without penalty within **12 months**, or refunded in full, at the guest's choice.

HOW REFUNDS ARE ISSUED

- Approved refunds are returned to the original form of payment within **14 business days**, confirmed in writing by the Concierge & Expeditions desk.

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For full cancellation terms and conditions, please refer to our complete Cancellation Policy.