

Cancellation Policies for Celeste Residences and Spa:

1. Individual Reservations:
 - Penalty-Free Cancellations: Reservations can be canceled without charge up to 48 hours before the scheduled arrival date. Please note, a processing fee of \$50 USD will apply.
 - Late Cancellations or No Shows: Cancellations made within 48 hours prior to check-in or no shows will result in a charge equivalent to the first night's stay.
2. Group Reservations:
 - Group Policy: For bookings of three rooms or more, a 50% deposit is required at the time of booking.
 - Group Cancellations: Cancellations must be made at least 7 days prior to the scheduled arrival date to avoid charges. Late cancellations or no shows will result in the retention of the initial deposit.
3. General Policies:
 - Modifications: Reservation modifications are subject to availability and may incur additional charges due to rate changes or seasonal adjustments.
 - Refunds: Refunds for eligible cancellations will be processed within 7 business days to the credit card used for the reservation.
 - High Season Policy: During periods of high demand or special events, cancellation policies may be stricter and will be communicated at the time of booking.
4. Cancellation Procedure:
 - All cancellations must be requested in writing via email to repcion@celesteresidences.com or directly contacting the hotel by phone at +52 958 583 2500.
 - The hotel will send a written confirmation of cancellation to the guest's email address provided in the reservation.
5. Exceptions:
 - Extraordinary circumstances such as natural disasters, medical emergencies, or other unforeseen events may be considered for fee waivers. Supporting documentation may be required for such requests.
6. Final Notes:
 - This policy is designed to balance flexibility with the need to effectively manage reservations and ensure the best possible experience for our guests. Any further inquiries regarding the cancellation policy can be directed to our customer service team at repcion@celesteresidences.com.

