

IB GROUP TERMS – El Dorado Resorts

(ElDorado Royale, ElDorado Casitas Royale, Generations Riviera Maya)

The group room rates below are quoted based on different categories of rooms, per room, per night and inclusive of all taxes and service fees. For Mexican Citizens a 16% VAT (IVA) tax will be applied in addition to the room rate (not applicable to others).

Rates are applicable 3 consecutive days prior and after Group dates (Jun 28th - Jul 1st, 2024), based on availability. Reservations for pre and post stays must be pre-paid. Rates are applicable only when minimum 3 nights stay is booked.

Rate details have been shared on the group chats and are available on request.

Deposit & Payment Policies:

Booking of the stay is broken into three installments, for attendees' convenience:

- Initial deposit of 10% must to be paid at the time of making the reservation.
- 2nd payment of 40% of the total balance is due 60 days prior to Group arrival (May 17th, 2024)
- 3rd payment of 50% of the total balance is due 15 days prior to Group arrival (June 14th, 2024)
- Each guest pays their own reservation.
- Once the booking is made – there can be no cancellations or refunds and guests are 100% liable for the value of the made booking regardless of the amount they have paid up to the point of the desired cancellation. In the circumstances of illness/ death in the family/... and alike, that prevents the individual to come, the fully paid booking can be MOVED to a later time but cannot be cancelled for a refund.
- The Hotel accepts American Express, VISA, MasterCard. Cash is acceptable at check out for incidentals. Checks are not accepted.

- Check in Time: 3 PM
Check out Time: 12 Noon

- **IMPORTANT:** 50% of Group rate will apply for check out after 12 Noon and full Group rate will apply for check out after 3:00 PM.

Rates include the following:

- Complimentary Wi-Fi events space
- 20% discount on Spa (massage 50 minutes)
- Airport runs with hotel shuttle (non-private arrangements)

MORE INCLUSIVE® experience (included):

- Welcome glass of sparkling wine and refreshing towel

- All gourmet meals and specialty bites
- Alcoholic and non-alcoholic beverages from a selection of domestic and international premium brands
- Minibar with beer, water, soft drinks stocked once a day
- Wi-Fi
- Free international calls
- Daily and nightly activity program with live music & shows
- Bicycles provided to ride around the premises
*** Subject to availability***
- El Dorado Royale & El Dorado Casitas offer concierge service.
- Hospitality Desk
- Complimentary shuttle to Cancun and Playa del Carmen. Reservation required.
*** Subject to availability***
- Fitness center, sauna, and steam room
- 24 hours room service (restrictions apply on rainy days).

Rates to NOT include (additional cost):

- Spa treatments and services (20% discount on Spa (massage 50 minutes)
- Beauty Parlor
- Motorized water sports
- Tours
- Private Transfers (airport runs, city runs,...)

Rates to NOT include (additional cost - for leaders planning group gatherings):

- Group Parties set up on the beach, Palapas, and rooftop terraces with difficult access are surcharged.
- Music and décor, including centerpieces and flower arrangements.
- Audiovisual equipment.

NOTE: Leaders organizing their group gatherings are encouraged to connect with Corporate Execs to express the need and gain access to any benefits that may be available prior to reaching out to the resort about it.

IMPORTANT TO NOTE (Dos and Don'ts):

- Check in Time: 3 PM
Check out Time: 12 Noon
- 50% of Group rate will apply for check out after 12 Noon and full Group rate will apply for check out after 3:00 PM (!!!)

- For early arrivals: attendees are encouraged to bring a small carryon bag and take advantage of the locker and shower facilities in the Resort's health club.
- Luggage Tags: All bags must have proper identification – name under which hotel booking is under – for faster and error-free dispersion

- Don't use Hotel/ Resort's trademarks/ logos when making posts about your great experience
- Don't leave your valuables unattended/ out of safe. The Hotel and organizer do not assume responsibility for damage or loss of any merchandise or articles brought into the Hotel or any item left unattended.