

Our Mission:

Provide a comfortable stay in which our guests enjoy the tranquility of the place with a service that fosters security and trust.

**Internal Regulations**

The hotel day runs from 2:30 p.m. until 1:00 p.m. the following day, which is the official check-out time.

If you wish to check out after 1:00 p.m., please check availability at reception. Half-day will be charged until 6:00 p.m., and a full day will be charged after 6:00 p.m.

The consumption of unauthorized drugs or narcotics is strictly prohibited.

Please keep television or music volume low, and maintain silence from 11:00 p.m. to 8:00 a.m. the following day.

Visitors are not allowed. Guests must report any additional persons.

Registering with complete personal information is a legal requirement.

Once the room is occupied, cancellations are not accepted.

Payment must be made in advance.

Any missing items or damages to the room will be charged to the guest's account at current prices.

Loss of the room key will be charged to your account. The cost is \$100 pesos.

Employees are not authorized to perform personal tasks for guests.

Espacio Mágico is not responsible for valuables not registered and deposited at reception.

After 30 days, Espacio Mágico is not responsible for items left behind in the rooms.

Any physical or verbal aggression towards other guests or staff will be reported to the authorities.

Espacio Mágico is not responsible for external events or unforeseen situations.

Espacio Mágico is not responsible for partial or total damage or loss of vehicles.

Guests must comply with the swimming pool rules.

In cases 3, 4, 9, and 14, depending on the situation and at staff's discretion, expulsion may occur at any time without refund.

Our Values:

- Friendly Service
- Continuous Improvement
- Honesty and Integrity
- Respect and Care for People

