

1. **How can I make changes to my reservation, for example change of dates?**
 - a. Our system will provide you with a unique confirmation number very similar to this one: 180802MANZN
 - b. In order for you to make all the necessary changes, follow the steps below:
 - c. Access the group link provided and look for the link in the top right corner where it says "View / Cancel Reservation".
 - d. Add your e-mail address with which you made your reservation and add the unique confirmation code that was granted by the system.
 - e. Select and modify your reservation. For security reasons, the system may request your credit card information again. Please enter the details of the same card that I used the first time. There will be no second charge or additional charge.
 - f. It is very important that you DO NOT make changes to your credit card information.
2. **How can I book for the nights before and after the group?**
 - a. For nights before and after the group event you must contact your organizer to request the rooms before and after the Hotel and add them to the link. The Hotel will provide another link where these dates are included
3. **If I cancel my reservation How long do I receive the refund on my card?**
 - a. 10 to 15 business days.
4. **My partner and I want to pay each one with your credit card for the reservation.**
 - a. It is not possible, only one card per booking is accepted.
5. **I do not locate the type of room I want to reserve.**
 - a. Please, if you do not find the category you wish to reserve on the page, please contact the organizer, so that he can request it to the Hotel and add to the contract he has with the Hotel.
6. **How many different reservations can I make with the same credit card?**
 - a. You can make a maximum of 4 reservations on the same day and up to 6 reservations maximum in the period of one month with the same credit card.
 - b. In the event that you need to use the same credit card to make more payments than allowed, please contact the organizer of your event to let him know about the hotel.
7. **What do I do if I try to reserve the Link, it does not have availability?**
 - a. Contact the organizer to contact the Hotel and inform them of the problem.
8. **I need the Link in Spanish.**
 - a. The link can be requested in both English and Spanish. Please contact the group organizer
9. **When I access the Link, it sends me to the Hotel's website and presents me with other Rates.**
 - a. Please advise the organizer to contact the Hotel.
10. **How many days before arriving at the Hotel can I cancel my reservation?**
 - a. In the Link you can find cancellation policies and in your confirmation letter.
11. **Field Guest Information**
 - a. The "Guest Information" module is only for guests who have created an account for the system to remember their personal information, including their credit card information. If this is the first time the guest makes a reservation, you should not put anything in "e-mail" or in "password" and do not click "Submit".
12. **About the Maintenance of the page.**
 - a. The maintenance of the system is regularly carried out in low traffic schedules, outside office hours. In the early morning regularly. If you access the link at that time, it will send you an error message.
13. **About the Modifications of reservations.**
 - a. The system only allows payment with a single credit card. When guests modify their reservation through the link and modify the credit card information, they must take into account that:
 - b. The deposit is kept as it was charged on the original card.
 - c. When making changes to the credit card information, the system will not allow you to cancel the reservation if you require it later. Please avoid making changes to the credit card information. It is preferable to cancel the reservation and generate a new one.
14. **About reservations of the categories available on the page.**
 - a. The link is a reflection of your contract, so the organizer who wants other dates or other room categories to which your contract shows, should contact your sales manager to make changes to it. The link is an exclusive access for the group to the rooms that were requested by contract.

