

## FAQ



### **HOW DO I MAKE A RESERVATION?**

All our reservations are done through our website here at [www.cabanaslaluna.com](http://www.cabanaslaluna.com). Click on the Reservations tab and enter your desired dates. If you receive an error message, it may be that some or all the nights you are trying to book are full.

Please note, our cabanas have a 3-night minimum, unless otherwise stated.

### **WHAT IS INCLUDED IN THE PRICE OF MY RESERVATION?**

Continental breakfast is included with the room rate. We also offer an A La Carte menu if you wish to expand your morning meal.

### **WHAT IS REQUIRED TO SECURE MY RESERVATION?**

Our Reservation and Cancellation Policy states that a 50% deposit via PayPal is required within 72 hours of the time of booking to secure the reservation (this 72-hour period begins when you receive your 'BOOKING CONFIRMED' email from us). The balance needs to be paid in full 2 weeks before your arrival date.

### **WHAT HAPPENS IF I NEED TO CANCEL MY RESERVATION?**

In case of cancellation up to 60 days before the arrival date, we will refund 50% of the actual deposit paid (i.e. 25% of the total booking price). Remaining amount will be charged as cancellation fee.

Cancellations between 59 and 15 days before the arrival date, no refunds will be given, but half of the deposit can be used for another stay for up to a year from the cancellation date. Cancellations between 14 days and arrival date, no refunds will be given.

### **DO I NEED TRAVEL INSURANCE?**

We recommend that all our guests purchase Travel Insurance, for peace of mind and security if an unforeseen event occurs. Be sure to purchase Travel Insurance that covers you for your airline flight, accommodations and cancellation due to hurricanes or other natural disasters where flights are mandatorily cancelled. Additional coverage for accident, illness, medical evacuation and theft is also recommended. Please note that we do not refund the cost of your accommodation in the event of a natural disaster that is beyond our control. If you are staying with us during such event, we will be sure to take the necessary precaution to get you relocated as quickly as possible for your safety.

### **HOW DO I PAY THE DEPOSIT AND BALANCE FOR MY RESERVATION?**

Payments can be made (both deposits and final) using the deposit link on our website under the RESERVATIONS tab. We use PayPal as our billing system, however you do not need a PayPal account to pay. You can simply pay by credit card by choosing the option to do so on the left of the PayPal page.

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### **WHAT TIME IS CHECK-IN AND CHECK-OUT?**

Check-in time is 3pm and check-out time is 12pm. We can keep your luggage if you are arriving before check-in or departing later than check-out. Early check-ins and late check-outs are subject to availability and upon request. Please be sure to let us know what your anticipated time of arrival is (especially if it is outside of our reception's hours of operation: 07.00am – 10.30pm) so that we can ensure someone will be available to greet you. At check-in, we require a security deposit. This can be paid in cash, MXN pesos or USD (which is returned to you upon check-out, or is used to cover expenses). You can also use a VISA or MasterCard credit card and a hold will be placed on the card. The deposit amount is 3.000 MXN.

### **SHOULD I BRING MXN PESOS OR US DOLLARS?**

In Tulum, cash is the most common form of payment. Mexican Pesos and US Dollars are accepted everywhere; however, you will get the most out of your money if you convert it to pesos prior to your arrival. It is also recommended that you carry smaller money denominations with you. Please be advised that larger USD bills (such as 100's) are generally not accepted.

### **WHERE CAN I FIND AN ATM?**

There are several ATM's located both in town and along the beach. We recommend that you do NOT TO USE the ATMs located on the beach road due to potential issues with fraud. We suggest using the ATMs that are affiliated with actual banks located in Tulum town or in the two large supermarkets. We advise you to notify your bank and credit card providers that will be traveling to Mexico to avoid any complications you may have when using your card abroad.

### **HOW DO I GET TO LA LUNA?**

We use a very reliable company based in Cancun for all airport transfers. If you wish to hire their services, please select that option when you are completing the reservation process on our website. If you wish to add their services later, you may, however we do need several days' notice to confirm their availability. Please note that booking far in advance is recommended during the high season months (December through March).

### **ARE TAXIS EASY TO GET?**

Taxis run frequently during the day along the beach road and are easy to catch. If you will be taking a taxi later in the evening, or need a taxi to take you to the airport, please see our reception to have a taxi called.

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### **WHAT SHOULD I BRING WITH ME?**

The Yucatan Peninsula is a place like no other. We ask everyone to use biodegradable products such as sun block and mosquito repellents, to protect the animals (remember, we are guests in their habitat) and to ensure our environment stays healthy for generations to come. We also recommend that you bring a flashlight and a small, compact umbrella. We provide beach and bath towels so no need to bring those.

### **DO YOU HAVE ELECTRICITY ALL DAY AND NIGHT?**

There is no grid power along the coast in Tulum. We generate our own electricity onsite via solar panels a wind turbine and generators. We provide 24-hour electricity to our guests, however, because of this we do not provide items such as hair dryers. We ask that you limit your use appliances that consume high volumes of power. Also, we ask that you turn off all lights and fans when you are not in the cabaña. The cabañas that have air-conditioning are automatically switched on for your use between 7pm and 7am.

### **ARE CHILDREN ALLOWED?**

We are a family friendly boutique hotel. Please let us know when you make your reservation if you need a crib. Our restaurant also caters to children. Do not hesitate to ask the staff or server for any special kid-friendly requests.

### **CAN I BRING MY BELOVED PET?**

Unfortunately, pets are not permitted at La Luna or our restaurant, Las Estrellas.

### **WHAT IS THE WEATHER LIKE?**

Tulum enjoys a tropical climate with a dry season (November – April) and a wet season (May – October). January, February and March sees day temperatures between 75 – 80F (23 – 26C) with evening temperatures between 60 – 66F (16 – 19C). Long pants and light sweaters are recommended at this time of year. The summer months, May through August, see frequent rainfall (however, less frequent in July and August). Although the temperatures are higher than other months, it is the humidity that makes day seem hotter 85F plus degrees (32C).

### **WHAT IF THERE IS A HURRICANE?**

Hurricane season is between September and November. Please note that we do not refund the cost of your accommodation in the event of a natural disaster that is beyond our control. If you are staying with us during such event, we will be sure to take the necessary precaution to get you relocated as quickly as possible for your safety.

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### **CAN I GET ONLINE?**

We offer free WIFI on the entire premises including all the cabañas, the restaurant area, the garden and even the beach. The only room that has limited WIFI access due to the signal needs to pass two concrete walls is Jungle View Penthouse. Also, due to electricity issues in Tulum the WIFI is not as stable as you have it back home.

### **DO YOU HAVE AIR CONDITIONING?**

All our rooms have air conditioning, that works from 7.00pm to 8.30am. The time restriction is due to the fact that we generate our own energy via generators.

### **WATER & DRAINAGE**

Due to the delicate cenote system, toilet paper and other sanitary items must be thrown in the waste bins provided. This is the case at all restrooms on the property as well as the rest of Tulum.

Due to our proximity to the Caribbean Sea and the fact that our water is well pumped, the water from faucets can be brackish (mix of fresh and salt water). While we understand that this is not ideal for all guests, there is little we can do to eliminate this issue.

### **ARE COOLERS IN THE ROOMS?**

There are no coolers in the room, however if you book villa Zanzibar it is equipped with a private fridge (5-night minimum stay required). All the other rooms do not have a cooler nor fridge but our restaurant is open to provide you with all the drinks you want. If you would prefer to bring your own drinks you are allowed to drink them in your room but please respect the fact that we do not allow you to drink them in our restaurant or on our beach.

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### **WHAT ARE THE HOURS FOR THE RECEPTION?**

The reception hours are 07.00am until 10.00pm. They can help you booking a taxi, a tour, an excursion, an activity or a massage.

### **WHAT ARE THE HOURS FOR THE RESTAURANT?**

The restaurant hours are 08.00am until 10.00pm, kitchen closes at 9.30pm.

### **IS ALCOHOL AVAILABLE? CAN YOU BRING DRINKS TO THE BEACH?**

Alcohol is available and we serve alcohol beverages from the bar to your place on the beach.

### **SECURITY AT LA LUNA**

La Luna has night guards that patrol the grounds 24/7 for your protection and the protection of the grounds.

For the safety of all our guests, the front main door of La Luna is closed at midnight (00:00). The smaller inlaid door will remain unlocked. If you do know that you will probably return after this time, please let the front reception know so we can make sure the guard is keeping an eye out for your return.

### **WELCOME TURTLES!**

From May to October, the sea turtles come onto our shores to lay their eggs. We are committed to the conservation of these nests and place signs and fences around them. Please respect this. If you are caught disturbing or destroying these nests, or harassing the turtles while on the beach or laying eggs, you will be asked to leave the property.