



A place to feel the difference

Máximo Gómez 270 e / Frexes and Aguilera. Holguin

Guarantee Policy

Please note that in a Hostal, the number of rooms is very limited, in ours, is reduced to three rooms so that when we hold a reservation and the client does not arrive without having a cancellation, means a loss of 33% of daily total income, which for a small company like ours is a luxury we cannot afford. That is why your booking is confirmed, but not guaranteed. This means that if we don't receive a

reconfirmation 24 hours prior to arrival, or you do not arrive at 4 pm or earlier, your reservation may be cancelled. To guarantee your room, we recommend making a deposit directly in La Casona, simply by bank transfer or via PayPal (look at the bottom of page for details). When you guarantee your reservation, you don't need to reconfirm and can arrive whenever you wish, your room will remain reserved for you.

- For stays of up to 1 week: 1night + additional services
- For stays of up to 2 weeks: 2 nights + additional services
- For stays of up to 1 month: 1 week + Additional Services

If you cannot or do not want to make a deposit to guarantee your reservation, please contact us via E-Mail and we will offer the best alternative. Late Reservations (made 48 hours prior to arrival) do not need a deposit.

Cancellation Policy:

To cancel a reservation you can send us an E-Mail, SMS or call any of the numbers listed at the bottom. Once cancelled your reservation you will receive a cancellation number which will be used for refund purposes (if applicable).

- If the cancellation is made up to 5 days prior to arrival: Cancellation is free of charge.
- Cancellations made up to 3 days before arrival: 50% of the first night as cancellation fee.
- Cancellations made within 72 hours prior to arrival: 1night accommodation and transfer (if you ordered one)
- No show: In case of no show (the guest doesn't arrive without cancelling the reservation previously): 50% of the total amount (accommodation + additional services) will be charged (where the minimum rate would be the price of the first night plus transfer)

Refund Policy:

If the amount you have deposited exceeds the rate of cancellation, please allow us up to 72 hours to return the difference if the payment was made through PayPal. If you used a bank transfer it may take a little longer, depending on the policies of the various banks involved in the transaction.

Check in/out hours

Check in: 04:00PM If you arrive earlier and the room is free, we will let you check in (no extra cost).

Check out: 02:00PM Late check out: You can leave your luggage for later pick up (no extra cost), if you want to stay in the room (in case of availability), we will charge you 5CUC extra until 8PM, 15CUC until 12PM and after this time, we will charge an extra night.

