PERSONALIZED ITINERARY

### Dear Mr/Ms {{ csv\_guest\_nm }}

Welcome to Chablé Yucatán!

Our team is devoted to providing you with the best possible experience. We look forward to what the next few days will bring to you!

Enclosed, please find the details of your bespoke itinerary, meticulously curated to offer you an unparalleled experience.

**Client profile (Referencia)**

### Number of Nights:

### {{csv\_nights\_qty }}

### Reason for Travel {{ motivo\_del\_viaje }}

### Room/Casita Type {{casita}}

### Companions? {{cuantosacomp}}

### Companion Details {{detallesacompanantes}}

### ¿Allergies?

### {{detalles\_alergia}}

### Preferred Drinks and Dishes {{bebidas\_y\_platillos\_preferidos}}

### Coffee and Dairy Preference {{preferencia\_cafe\_y\_lacteos}}

### Celebration Amenity {{amenidad\_celebracion}}

### Amenity {{amenidad}}

### Additional Comments

### {{comentarios\_adicionales}} Hotel Name:

### {{ hotel\_long\_nm }}

### Reservation date {{ which\_date }}

### Confirmation No. {{ pms\_confirm\_no }}

### Phone {{ csv\_cust\_phone1 }}

### Email {{csv\_cust\_email }}

### Arrival date

### {{ csv\_arrival\_date }} Departure date {{ csv\_depart\_date }} Arrival time {{ hora\_de\_llegada }} - {{ am\_pm\_llegada }} Travel with pet {{ viaja\_con\_mascota }}

### Pet details {{ detalles\_mascota }

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Monday, April 07th, 2025

**“Experiencia transformadora” –** SUGGESTED

**Time:** 17:00 – 18:00 hrs **Meeting point:** Main House

**“Experiencia grupal”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

A la carte service

**“1 consulta”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

### Tuesday, April 07th, 2025

**“Experiencia transformadora” –** SUGGESTED

**Time:** 17:00 – 18:00 hrs **Meeting point:** Main House

**“Experiencia grupal”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

# A la carte service

**“1 consulta”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

# A la carte service

### Wednesday, April 07th, 2025

**“Experiencia transformadora” –** SUGGESTED

**Time:** 17:00 – 18:00 hrs **Meeting point:** Main House

**“Experiencia grupal”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

A la carte service

**“1 consulta”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

### Thursday, April 07th, 2025

**“Experiencia transformadora” –** SUGGESTED

**Time:** 17:00 – 18:00 hrs **Meeting point:** Main House

**“Experiencia grupal”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

# A la carte service

**“1 consulta”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

# A la carte service

### Friday, April 07th, 2025

**“Experiencia transformadora” –** SUGGESTED

**Time:** 17:00 – 18:00 hrs **Meeting point:** Main House

**“Experiencia grupal”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

A la carte service

**“1 consulta”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

### Saturday, April 07th, 2025

**“Experiencia transformadora” –** SUGGESTED

**Time:** 17:00 – 18:00 hrs **Meeting point:** Main House

**“Experiencia grupal”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

# A la carte service

**“1 consulta”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

# A la carte service

### Sunday, April 07th, 2025

**“Experiencia transformadora” –** SUGGESTED

**Time:** 17:00 – 18:00 hrs **Meeting point:** Main House

**“Experiencia grupal”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

A la carte service

**“1 consulta”–** SUGGESTED

**Time:** 19:00 hrs

**Diners:** 2 adults

**XPERIENCES WITH VALUE**

**\*\*SEASONAL EXPERIENCE (LIMITED TIME) BE A BEEKEEPER --** SUGGESTED

**Meeting Point:** Meliponarium

**Price:** $1,485.00 MXN per person (10% off Pre-Arrival)

*\*Experience and participate in the extraction of honey from stingless bees native to Yucatán.*

*\*Requires prior reservation, subject to availability*

**Cancellation policies for your Experiences:**

* Cancellations made 24 hours or more prior to the experience: No penalty fee.
* Cancellations made between 6 and 8 hours prior to the experience: 50% penalty fee.
* Cancellations made less than 4 hours before the experience: Full penalty fee (100%).

### Cancellation policies for Transportations:

* Every transportation service must be requested with a minimum of 24 hours prior the departure time.
* If guest requires any modification or cancellation this must be requested to any service agent with a minimum of 24hrs before if the destination is within the state and 48hrs if it is outside the state.
* The modifications requested in a period less than 24 hours prior to the stipulated time of the service, cannot be guaranteed.
* Cancellations requested in a period less than 24 hours prior to the stipulated departure time, will have a penalty for a total of 100% of the confirmed service.
* In case of not complying with the stipulated departure time, the waiting hours generate an additional cost.
* All no shows will be penalized for the total cost of the service, with no refund option.

### SPA Cancellation policies:

* To change or cancel your spa appointment, please give 8 hours’ notice to avoid being charged the full-service fee. Morning appointments must be cancelled by 6 pm the night before.
* In case of suite cabin last minute cancellations, a 50% service fee will be charged.

***\*Activities with asterisks are suggested.***

***\*In case of confirming private experiences prior to arrival or at check-in, a 10% discount will be applied (****except SPA treatments and spiritual experiences****).***

# We kindly request you to consider these policies for any modifications to your reservations.

**If you are interested in information regarding our Residences, please contact our specialist by dialing Ext. 731 and/or providing your e-mail address to share more details**

***With warmest regards and wishing you a memorable stay, Chablé Family***