



elements of the island

apartments-yoga-cafe isla mujeres-mexico
av. Juárez 64 (between l. mateos y matamoros)
77400 isla mujeres, quintana roo, mexico
tel: +52 998 877 1715 (from 8 am - 1 pm)
tel: +52 998 877 1761 (from 3 am - 7 pm)
cell: +52 998 103 2586
info@elementsoftheisland.com
www.elementsoftheisland.com

APARTMENTS POLICIES

- All our apartments and the rooftop palapa are non-smoking areas, smoking is permitted **only** on the balconies and sundeck
- The apartments are private, and for guest-only.
- Check in time: 2.00 pm
- Check out time: 11.00 am

Occupancy

- Maximum occupancy per apartment: 2 persons
3rd person will be charge an extra rate: \$15 USD per night

Reservations

- Minimum stay (except Christmas and New Year's holidays 5 nights): **4 nights**.
50% deposit is required within **15 days** of booking in order to guarantee your apartment
- Christmas and New Year's holidays minimum stay **5 nights**
50% deposit is required within **15 days** of booking and is **non-refundable**.
- Payment can be made by wire, check or international money order only. The balance is due to pay on your arrival in cash or traveler's checks. we do not accept credit cards.

Cancellations

Cancellations written notice is required (we do not accept a phone cancellations notice)

- **60 days notice prior check-in:** your deposit can be refunded
less \$50 USD service fee per apartment.
- **15-60 days notice prior check-in:** your deposit can be refunded
less 50% of the amount of the deposit.
- **less than 15 days prior to check-in:** no refunds.

Changes

- **60 days notice prior check-in:** free of charge if **space is available**.
- **15-60 days notice prior check-in:** \$30 USD service fee per apartment.
- **less than 15 days prior to check-in:** \$85 USD service fee per apartment.

Emergency Contact

- Office: +52 998 877 1761 (Thursday to Tuesday from 3 pm - 8 pm)
- Cafe: +52 998 877 1715 (Thursday to Tuesday from 7.30 am - 1 pm)
- Cell: +52 998 103 2586 (24 hours)
- e-mail: info@elementsoftheisland.com (answer within 24 hours)

"find your balance and relax at elements of the island, isla mujeres, mexico"