**Booking Request Form**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| General Information | | | | | |
| Name of Group / Individual: |  | | | | |
| Address: (Street, number, Zip Code, Town/City) |  | | | | |
| Country: |  | | | | |
| E-mail: |  | | | | |
| Booking Reference: |  | | | | |
| Enquiry Date: |  | | | | |
| Number of Participants: |  | **Adults** |  | **Girls** |  |
| Return/Agreement & 1st Payment |  | | | | |

Before proceeding we recommend you to read our Booking Policy below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Booking Details | | | | | |
| Arrival Date: | (dd-mm-yyyy) | **Departure Date:** | | | (dd-mm-yyyy) |
| Number of Nights: |  | | | | |
| Name of event: (If applicable) |  | | | | |
| Dates of event: (If applicable) |  | | | | |
| Group Leader Name: |  | | | | |
| Group Leader Phone Number: |  | | **Mobile:** |  | |
| Group Leader E-mail: |  | | | | |

|  |  |  |
| --- | --- | --- |
| Number of Guests Requiring Accommodation | | |
| Age | **Female** | **Male** |
| Under 5: | *Please indicate quantity* | *Please indicate quantity* |
| Between 6 – 13: |  |  |
| Between 14 – 17 |  |  |
| Between 18 – 30 |  |  |
| Adults over 30 |  |  |
| TOTAL |  |  |

|  |  |
| --- | --- |
| If Travelling as Girl Guides / Girl Scouts | |
| Member Organization: |  |
| Council and Country: |  |
| International Commissioner: |  |
| E-mail of the International Commissioner: |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Payment Agreements and Dates | | | | | | |
| Cost Per Person: |  | | **Total Cost:** | |  | |
| 1st Payment – 10%: | * *$* | *Date of payment* | | *Payment Record* | | *A month after enquiry* |
| 2nd Payment – 40%: | * *$* | *Date of payment* | | *Payment Record* | | *6 months before the event* |
| 3rd Payment – 50%: | * *$* | *Date of payment* | | *Payment Record* | | *A month before the event* |
| TOTAL PAYED: | * *$* |

* Please email your payment/transfer receipt with Our Cabana Payment Notification Form to: [nuestrecabana@guiasdemexico.org.mx](mailto:nuestrecabana@guiasdemexico.org.mx), for confirmation.
* Please take into consideration that additional shipping and receiving international transfer fees will be added to this amount
* Depending on how far in advance booking is made, more than one payment may be required by the same date. Please see booking policy for more information.

|  |
| --- |
| Statements |
| 1. Guests are responsible for arranging their own travel and international health insurance. All guests must have it. |
| 1. By signing below and sending this form, the Group Leader, agree on behalf of the group to abide by the conditions of the attached Booking Policy. |

|  |  |
| --- | --- |
| **Name:** |  |
| **Position:** |  |
| **Signature:** |  |
| **Date:** |  |

Return Form To

[nuestracabana@guiasdemexico.org.mx](mailto:cabana@wagggs.org)

# [subdirectora\_nc@guiasdemexico.org.mx](mailto:subdirectora_nc@guiasdemexico.org.mx)Our Cabaña Booking Policy

## Booking Confirmation

No agreement shall exist between the guest, whose expression shall include all persons on whose behalf the guest books, and Our Cabana until:

1. The booking agreement, signed by the guest, has been returned to the Our Cabana
2. The Our Cabana has received the required deposit as stated on the booking agreement
3. A confirmation of booking has been issued by the Our Cabana to the guest

## Payment terms

There are two categories of Our Cabana guest; Event Guests and Independent Guests. These have different payment terms. Guest category is clearly marked on all booking agreements. The guest who signed the booking agreement shall be liable for full payment for all persons to whom the booking agreement applied and for any other persons Our Cabana was subsequently requested to book by the guest.

A unique code will be issued to the guest when booking and must be quoted when making all payments.

1. **Event Guests**

* A deposit of 10% of costs is required within one month of enquiry to secure your booking. This is non-refundable
* A further 40% of costs to be paid 6 months before the event, which is non-refundable.
* If booking less than 6 months before the event, a deposit of 50% is required within 14 days of enquiry to secure your booking. This is non-refundable.
* Full payment is due 1 month prior to event. If event commences within 1 month of booking, full payment is due at time of booking.

1. **Independent Guests**

* A deposit to the value of the first night’s accommodation is required within 1 month of enquiry to secure the booking.
* If booking less than 1 month before the visit, a deposit to the value of the first night’s accommodation is required immediately to secure booking.
* Full payment is required on arrival

## Amendments

Our Cabana reserves the right to charge an administration fee for any amendments being made to the respective booking agreement, if requested by the guest. A change of name only does not constitute an amendment**.**

## Cancellations

Cancellation shall take effect only when written notification from the guest signing the booking agreement is received by Our Cabana. In all cases of cancellation, booking policy applies.

## Alterations by Our Cabana

In the unlikely event of Our Cabana making a major alteration to or cancelling a booking, Our Cabana shall offer to transfer any payments to an alternative event where possible. If this is not possible, Our Cabana shall offer to relocate the guest to local accommodation of a comparable standard. If this is not possible, shall refund any payments made to date.

## Damage/guest behaviour

Our Cabaña will be entitled to recover from the guest the cost (estimated if not precisely known) of any damage caused by the guest or their group. The guest undertakes to deport her/himself in an orderly fashion and not to disrupt the enjoyment of others or to prejudice Our Cabaña’s reputation with local businesses or other guests. The agreement of any guest in breach of this clause shall be terminated forthwith and the Our Cabaña shall have no further contractual obligations towards her/him.

## Guest belongings

Guest belongings brought onto Our Cabaña premises are at all times at the guest’s own risk.

## Limitation of Liability

Our Cabaña not be liable to the guest for any direct physical loss or damage, injury or extra expense howsoever arising, unless it is the sole and direct result of negligence on the part of Our Cabaña or its employees. Under no circumstances, subject to restrictions by law, shall the Our Cabaña be liable for any indirect damage, loss or profit or revenue of the guest or of any third parties.

## Age Restrictions

Guests under the age of 16 years need to be accompanied by an adult (aged 18 and over). Unaccompanied guests aged 16 and 17 years old will need a signed parental consent form.

## Refunds

Our Cabaña will not make refunds to the guest on unused accommodation and catering, or for programme activities booked by the guest but not participated in.

## Complaints

In the event of a complaint by the guest against Our Cabaña, Guías de México, A.C. requests the matter is discussed with Our Cabaña Manager. However, should the guest believe that the matter was not dealt with adequately by the management of Our Cabaña; the guest has the right to contact CEO of Guías de Mexico at Guías de México Head Quarters in México City and has 28 days to lodge a complaint in accordance with the Legal Information of Guías de México.

## Jurisdiction

This Booking Policy was agreed in the Guías de Mexico Board meeting held on February 2014.