



Purchase and Refund Policy

When you make a reservation, you are accepting the applicable conditions that are displayed during the reservation process.

If you cancel a reservation or do not show up, the cancellation or no-show charges, as well as any refund, will depend on the cancellation conditions of each specific room.

If you have reserved a room and do not show up, you are not entitled to receive a refund of the amount paid in advance.

If you have made a reservation for any of the following rooms:

- Sala Ideas
- Sala Soluciones
- Sala Juntos

You will have the right to a full refund of the amount paid in advance as long as you cancel your reservation at least 24 hours in advance. In the case of wanting to cancel or modify your reservation less than 24 hours in advance, the amount paid in advance will not be refunded.

If you have made a reservation for the Training Room and want to cancel it, you will have the right to a full refund of the amount paid in advance as long as you cancel your reservation 48 hours in advance. In the case of wanting to cancel or modify your reservation less than 48 hours in advance, the amount paid in advance will not be refunded.