

Guest Policy

AGAM Hotel Boutique Bacalar

This Guest Policy ("Policy") is binding on Agam Hotel Boutique Bacalar (the "Hotel"), operated by AGAMHOTEL MEXICO S. de R.L. de C.V., domiciled at Lote 02, Manzana 21, Avenida 5, Bacalar, Quintana Roo, Mexico, C.P. 77930, and on all persons who contract its services. Everyone who stays at or enters the Hotel is subject to this Policy during their stay, and compliance is mandatory. If any breach of these rules is detected, the Hotel reserves the right of admission and continued stay, and may take whatever measures are necessary to preserve the general interest of maintaining the tranquility of other guests and the proper operation of the establishment.

This Policy sets out general rules of conduct for all guests, without exception, in order to provide a comfortable stay regardless of race, religion, country of origin, language, sexual identity, or beliefs.

I. RATES, GUEST REGISTRATION AND HOTEL ACCESS

FIRST. Anyone entering the Hotel must properly identify themselves (valid official identification in Mexico, passport, or a government-issued photo ID), provide their general information, and sign the registration card and any other documentation provided by check-in staff. For reservations involving more than one guest, or persons traveling as part of a group, the main guest or group representative must provide the names of all companions or group members, who are likewise required to sign the corresponding documentation. The Hotel will deny lodging to any guest who does not meet these requirements and is entitled to request identification from the applicant and accompanying persons if it deems it appropriate.

SECOND. At check-in, after signing the corresponding registration card, the Hotel will issue guests, companions, and, where applicable, authorized visitors, a means that allows the Hotel and its staff to identify them as guests.

THIRD. Payment for stays will be made in advance or at check-in, according to the previously booked rate or the walk-in rate if there is no prior reservation. Guests acknowledge that certain Hotel services carry an additional cost beyond the main rate, which will always be disclosed when the service is contracted. Failure by the guest to pay any amount owed will result in the immediate termination of lodging, and the Hotel may call on law enforcement to require and carry out the removal of the guest and companions from the property.

FOURTH. Room access begins at 2:00 PM on the start date of the stay (check-in) and ends at 11:00 AM on the departure date (check-out), with a maximum grace period of 30 minutes after checkout time. For late check-out, guests accept an additional charge per extra hour from 12:00 PM until 3:00 PM, per the rate posted at the Hotel's front desk. Departure after 3:00 PM will be billed as an additional day at the current walk-in rate, subject to availability. After checkout, guests may remain at the Hotel until 3:00 PM on their departure day — a time that may be extended at the guest's request or at staff's direction — by leaving luggage in the area designated for that purpose.

FIFTH. For security reasons, access to rooms by persons not staying at the Hotel is prohibited. If a guest receives visitors, they must remain in the lobby or common areas of the Hotel. No guest may lodge another person or allow them to enter the property by any means other than those established in this Policy.

Additional restrictions — the following may not be brought onto the property:

- Pets or livestock, except certified service dogs.
- Outside bedding (pillows, sheets, comforters, etc.).
- Cooking or heating equipment, or any device that could damage or alter the Hotel's physical, electrical, or plumbing structure or fixtures.

SIXTH. The Hotel reserves the right of admission when guests, companions, or visitors engage in immoral acts or scandalous behavior, are intoxicated or under the influence of drugs or narcotics, when their belongings or luggage contain prohibited or dangerous materials, or when their conduct otherwise violates the Hotel's internal rules,

applicable Mexican law, or international codes of conduct.

II. RULES OF CONDUCT

SEVENTH. Guests, companions, and authorized visitors must behave with decency and propriety within the Hotel. This includes, without limitation, a prohibition on disturbing the peace, making noise that disturbs other guests, using audio or video equipment at excessive volume, or using the room to carry out any illegal or prohibited act. Guests must keep conversations at a moderate volume in common areas. It is each guest's sole responsibility to verify, whenever temporarily or permanently leaving their room, that doors, windows, and water outlets are properly closed, and that any electrical equipment is turned off and unplugged.

Carrying firearms of any kind is strictly prohibited within the Hotel premises. If staff detect firearms at access control points, the relevant authorities will be notified, and the Hotel reserves the right to deny that guest access.

EIGHTH. In compliance with Mexico's General Law for Tobacco Control and its regulations, the Hotel is a 100% smoke-free space. Guests, companions, and authorized visitors may not smoke, use, or have lit any tobacco or nicotine product in rooms or public/common-use areas, including e-cigarettes or similar devices, except in outdoor areas specifically marked as designated smoking zones.

Non-compliance will result in a penalty equivalent to USD \$200.00 (two hundred U.S. dollars), at the official exchange rate posted at the front desk on the day the charge is applied, as a cleaning fee, without prejudice to any other fines or sanctions imposed by the relevant authorities, as well as any damages caused to the Hotel as a result.

NINTH. No Hotel property may leave the premises; this includes linens (sheets, pillows, comforters, pillowcases, towels, curtains), furniture, appliances, printed materials, decorative items, or any other fixtures located in rooms or common areas. Guests are responsible for their use of rooms and common areas, including all goods, objects, or equipment that are part of the lodging service — including, without limitation, sheets, towels, pillows, curtains, sound/audio/video equipment, screens, portable devices, lamps, furniture, glassware, and similar items. Guests agree to cover the cost of repairing or replacing any of the Hotel's property that is damaged, in whole or in part, whether through negligence or intentionally, by the guest, their companions, or authorized visitors. Before using any object, furniture, equipment, or property made available by the Hotel, guests must confirm whether it is in good working order and, if not, report it immediately to Hotel staff so it can be removed or replaced.

TENTH. Guests, companions, and authorized visitors understand and accept that, in addition to the other provisions of this Policy, the following are strictly prohibited during their stay:

- Making excessive noise in rooms and other Hotel facilities, especially between 10:00 PM and 7:00 AM.
- Engaging in, assisting, concealing, or in any way participating in human trafficking or the sexual or labor exploitation of minors within the Hotel premises.
- Bringing in, dealing in, consuming, being under the influence of, or possessing illegal drugs, narcotics, or psychotropic or controlled substances anywhere on Hotel property. Any violation of this policy may result in the immediate termination of the stay, and the relevant authorities will be notified.
- Excessive or improper use of electricity, water, or other goods, equipment, or objects found in rooms and common areas, or temporarily or permanently removing such goods, equipment, or objects from their original location.

ELEVENTH. In the event of non-compliance with the Hotel's applicable conduct rules — whether included in this Policy or otherwise duly notified by Hotel staff to guests — guests will be liable for any damages or losses they cause to themselves, other guests, employees, or the Hotel's equipment and infrastructure, and will be required to pay the corresponding compensation, subject to termination of the lodging agreement and removal from the Hotel.

III. LODGING AND ADDITIONAL SERVICES

TWELFTH. The lodging rate covers only accommodation, food, beverages, and taxes as described at the time the reservation is made. Guests accept that services offered by the Hotel may be reduced or affected due to acts of God, force majeure, instructions from authorities, or other causes beyond the Hotel's control, and will be informed of such situations in a timely manner.

THIRTEENTH. Guests acknowledge that certain duly marked areas of the Hotel are designated specifically for private events and/or the exclusive use of other guests whose stay is part of a group event or who have booked higher room categories. Guests guarantee that neither they, their companions, nor their authorized visitors will use such areas when they do not belong to the corresponding group or category.

FOURTEENTH. Hours, dress codes, and other rules applicable to the Hotel's food and beverage venues will be communicated to guests upon arrival. Guests must inform Hotel staff of any condition, illness, allergy, dietary restriction, intolerance, or ailment relevant to food and beverage consumption. The Hotel serves alcoholic and non-alcoholic beverages. Excessive alcohol consumption can be dangerous to health, and the Hotel recommends moderate consumption. To maintain a safe and harmonious environment for all guests, the Hotel and its staff reserve the right to deny or limit alcoholic beverage service to anyone showing signs of intoxication. Each guest is solely responsible for their own alcohol consumption, releasing the Hotel from any related liability.

Mexican law prohibits the consumption of alcoholic beverages by persons under 18. It is likewise prohibited to facilitate alcohol consumption to anyone who cannot duly prove they are over 18. In all cases, consumption of alcohol and food by guests, companions, and authorized visitors is at their own risk, with the understanding that damages caused to Hotel property or to other guests, employees, or suppliers as a result of excessive alcohol consumption must be covered by the guest prior to departure, charged to their Total Account (as defined below).

FIFTEENTH. Guests acknowledge that, within the Hotel premises or adjacent outdoor areas, they may directly or indirectly contract or purchase certain activities, services, and/or products from third parties unrelated to the Hotel, including, without limitation, taxis, private and public transportation, tours, shows, water activities, handicraft purchases, and visits to landmark sites. Guests have been duly informed and understand that such activities, services, and/or products are not operated by the Hotel, and accordingly release the Hotel from any liability or claim related to the provision of such services or the quality of the products or activities contracted.

SIXTEENTH. The Hotel provides a safe within each room; however, since there is no record of the items guests store in it, the Hotel is not responsible for them. To request safekeeping of personal items under the Hotel's responsibility as depositary, guests must hand them over at the front desk. The Hotel is not liable for damage to or loss of guest property arising from an act of God, force majeure, or acts attributable to the guest, their companions or visitors, or persons unrelated to Hotel staff.

The Hotel is not responsible for money or valuables not placed in the safe and left behind in the room or in public areas. Forgotten items and valuables will remain in the Hotel's custody for 30 days; after this period, if unclaimed, the Hotel will consider that the guest no longer requires the item and may dispose of it at its discretion. For perishable goods or medication, the holding period may be reduced to 24 or 48 hours, depending on the nature of the item. Exceptionally, and subject to availability, valuable items may be kept longer, without this implying any obligation on the Hotel's part.

SEVENTEENTH. The Hotel disclaims any liability for events occurring on streets or avenues adjacent to the Hotel that result in theft, damage, or total or partial loss of vehicles or their contents.

EIGHTEENTH. Rooms are cleaned daily, except in reported health-emergency situations. Guests who do not wish to be disturbed may use the sign on their room door indicating their wish for privacy. Housekeeping and cleaning staff will always announce their presence aloud before entering a room, even when the "Do Not Disturb" sign is not displayed, to confirm that room occupants are available to receive them.

IV. SAFETY RULES

NINETEENTH. Rules for use of and access to the pool and common areas within the Hotel are posted on the Hotel's website under "Terms and Conditions" and/or communicated at check-in for review and acceptance by users of those areas. Guests, companions, and authorized visitors agree to know and strictly comply with the rules of use and other requirements communicated by Hotel staff before using such areas, and release the Hotel and its subsidiaries, affiliates, partners, employees, officers, and shareholders from any liability for events arising from non-compliance with this paragraph.

TWENTIETH. Guests must inform management of any contagious illness, death, infraction, or crime of which they become aware, without prejudice to the right of the Hotel and guests to report to the relevant authorities any events that constitute an offense or give rise to liability for any party, in their person or property, occurring within the Hotel. In the event emergency medical attention is required, it is up to the guest to request it from the medical service provider located within the Hotel or from another medical service of their choosing, with the Hotel bearing no responsibility whatsoever for the guest's decision or its consequences for the affected person's health, physical integrity, or property.

TWENTY-FIRST. Hotel employees must at all times respect the privacy of guests and their companions, and will only enter occupied rooms to perform cleaning or maintenance tasks, or when a guest's safety is at risk and they request assistance. Any visits, inspections, or other procedures that authorities seek to carry out within rooms in the course of their duties will be conducted with the strictest respect for constitutional rights. For greater security and service, every guest must leave doors and windows closed when leaving their room. If security staff detect that a room has not been properly secured, the corresponding protocol will be applied, always guaranteeing respect for guest privacy.

TWENTY-SECOND. The Hotel continually carries out cleaning, maintenance, and/or remodeling activities; in such cases, affected areas will display appropriate signage indicating risk, prevention, or access restriction, as applicable. The Hotel also has restricted-access areas and security, maintenance, transport, cleaning, and similar equipment or devices, access to and use of which is permitted only to Hotel employees. Guests, companions, and authorized visitors agree to respect all such signage and access restrictions at all times, and not to tamper with, obstruct, disable, alter, or damage in any way fire-protection systems, alarm systems, or emergency equipment. Otherwise, the Hotel will not be liable for any resulting damage or loss, and the guest will be required to cover any damages caused by unauthorized tampering with such equipment or devices, or by accessing such restricted areas.

TWENTY-THIRD. Guests are advised that the Hotel maintains procedures, policies, and protocols to address emergency situations that may arise during their stay, including, without limitation, response protocols for contagious disease detection, evacuation in the event of weather emergencies or fires, drill plans, emergency medical attention in case of accidents, and similar matters. Such rules, conditions, and procedures conform to the requirements of the relevant authorities or applicable international standards and do not constitute discriminatory or abusive practices. Guests, companions, and authorized visitors agree to strictly comply with staff instructions related to these protocols, policies, and procedures, with the understanding that the consequences of failing to follow staff instructions in this regard are each guest's sole responsibility, releasing the Hotel and any of its owners, operators, affiliates, subsidiaries, related entities, employees, collaborators, and/or direct agents from any claim, lawsuit, proceeding, or complaint of any kind brought in Mexico or abroad for this reason.

V. NON-COMPLIANCE WITH RULES AND LIABILITY

TWENTY-FOURTH. In the event of total or partial breach of one or more terms, rules, or provisions of this Policy, the Hotel has the unilateral right to immediately terminate the lodging agreement. Should this occur, guests remain obligated to pay the full rate for the entire stay set out in the reservation, with no right to a refund or compensation. The Hotel's right to report to the relevant authorities any events that constitute an offense or give rise to liability of any kind is reserved.

TWENTY-FIFTH. The Hotel is not responsible for any accident or incident suffered by guests, companions, or authorized visitors within the Hotel premises, including those arising from pre-existing hazardous conditions, such as falls, bumps, or animal bites/stings, among others, unless the accident or incident was directly caused by the intentional act or omission of Hotel staff.

TWENTY-SIXTH. Guests agree to pay for lodging, services, purchases, and any extraordinary charges generated by guests, their companions, and authorized visitors under this Policy (the "Total Account"). Guests accordingly authorize the Hotel to charge the Total Account (including late check-out, charges for damage to Hotel facilities, special cleaning charges for rooms or common areas, and last-minute charges) to the bank card presented by the guest upon arrival, without prejudice to any other payment instructions. Guests have 72 (seventy-two) hours from the invoice date to request any correction to it. After this period, the Hotel cannot make any changes to the issued invoice.

VI. CODE OF ETHICS

TWENTY-SEVENTH. Guests acknowledge that the Hotel operates under the strictest standards of compliance applicable to hotel operations and its relationships with clients and suppliers.

TWENTY-EIGHTH. Any violation of the Code of Ethics will be deemed sufficient grounds to terminate the lodging agreement and request that the guest, their companions, and authorized visitors leave the Hotel premises.

VII. PRIVACY AND DATA PROTECTION

TWENTY-NINTH. Specifically regarding data processing, guests are informed that the Hotel has video surveillance cameras operating 24 hours a day. Through these devices, the Hotel collects images and video that may include images of guests, their companions, and authorized visitors, solely for purposes of security and surveillance of Hotel facilities, the safety of guests, employees, and visitors, and monitoring of entrances and exits. This personal data, and any other data obtained from these activities, is not shared with individuals or entities outside the Hotel's corporate group, except where required by a competent authority, or where such data is necessary for the protection, security, or resolution of disputes involving the Hotel, its employees, clients, suppliers, and other related parties.