



# Reservation Types

**ON SITE RESERVATION:** All onsite reservations require a \$10.00 U.S. cash deposit per bed. Please be here at least 15 minutes prior to your massage. You will lose your deposit if you wish to cancel within 4 hours of your massage. The deposit of one bed cannot be applied toward another massage in the event of a No-Show in the group. (Example: A \$100.00 U.S. deposit on 10 massages = \$10.00/bed. If one person in that party does not show up, the corresponding deposit will be lost). The balance on a deposit, must be paid separately. All deposits are remitted to accounting and are not at the Check-In counter. **Onsite Reservations cannot be changed over the phone, as we need to have a record of said changes in writing (only through What'sApp +52 624 358 9951 or E-mail [checkin@thesandbar.bar](mailto:checkin@thesandbar.bar) four hours or more prior to your reservation)** Onsite Reservations that are paid in full, cannot be canceled or changed unless this is done in writing, over 24 hours ahead of time. Please submit reservation modifications or cancelations to [checkin@thesandbar.bar](mailto:checkin@thesandbar.bar) All refunds are made via PayPal. On Site reservations that are paid in full, will be treated as an Online Reservation and will be subject to the same rule (24 Hr. modification).

**ADVANCED RESERVATION:** Online reservations are paid in full and are for future dates only- no same day Online Reservations. Cancelations or scheduling modifications can only be made up to 24 hours prior. **After this time, there are no refunds.**

**PENCILED IN TIME SLOT REQUESTS:** All Penciled in timeslot requests (limit of 4 slots) that have been scheduled through **WhatsApp, E-Mail, Yelp, Facebook, Etc.,** must be paid for, at **least 30 minutes** prior to your scheduled time. If you do not check in and pay for your time slot, it might be given to others that request it with money in hand. **No future date timeslot requests by phone- only Same Day. I Please don't call us and tell us you are running late.**

**Please address any questions, concerns, complaints or positive feedback to:**

[suggestions@thesandbar.bar](mailto:suggestions@thesandbar.bar)



# Reservation AND Cancelation Policy

- Our Online Reservation System, only works for next day reservations (NO same day bookings). Here, you can book individually or groups [www.thesandbar.bar](http://www.thesandbar.bar)
- NO refunds/cancellations/changes from our Online Reservation System and massage slots PAID in advance (Credit Card- ON Site).
- Reservations with a cash deposit cannot be changed or refund within of your reservation time.
- Any claim for a refund must be submitted in writing to: [suggestions@thesandbar.bar](mailto:suggestions@thesandbar.bar)
- Please accompany a screenshot of your receipt when making a refund claim.
- Telephone cancelations to **The Sand Bar are not valid.**
- You can make same day reservations or future date reservations, by leaving a deposit.
- We expect either \$10 U.S. per time slot or the Peso equivalent. On a group reservation with deposits, the deposit of one timeslot that did not show up, cannot be applied toward another service within that group.
- Those reservations with a cash deposit **will be cancelled**, and the deposit will be forfeited if **the customer does not arrive 15 minutes** prior to the requested time-slot.
- All Reservation slips with a stapled deposit are consigned to the cash register and the balance must be paid separately.
- We can set aside up to four timeslots if you contact us by **Phone, E-Mail, What's App, Facebook, Yelp, Etc. However**, these are not secured reservations. If we pencil you in this way, we expect you to show up at **The Sand Bar** and pay the requested slots at least 30 minutes prior. This does not apply to the first slot of the day. Should you fail to pay for these slots within this time, they will be made available to those who want them. Please don't contact us and tell us you are running late.
- If you arrive to your paid reservation late, your time will be shorted if we have other reservations behind you.
- If there is a No-Show within a group, a No-Show Slip will be filled and filed in the day's Log Book.
- Sometimes bad weather (high wind or rain) shuts us down for a day or two. If this happens and The Sand Bar downstairs is open, the manager will refund you your cash deposit.
- There is manager presence on site all the time.
- Penciled in timeslots made by telephone, are only available for the same day.
- You can set a same day or future timeslot aside by contacting us via **What's App at +526243589951** from **08:00 to 19:00 Hrs.**
- All requests to either cancel or reschedule a reservation must be sent in writing, via email, to: [checkin@thesandbar.bar](mailto:checkin@thesandbar.bar)
- All forfeited monies in the form of **Massage Deposits or No Shows** that customers loose for being late, not showing up for their appointments or attempting last minute changes, go directly to **The Dog Rescue Fund** and is channeled for **food, meds, Vet Bills in various shelters** in Cabo and the state of B.C.S.