

GENERAL AGREEMENT 2025 - 2026

Shall consist for the following agreement, on the one hand, **DODEKEDRO SA de CV** and/or **CASA MALCA TULUM, QROO.** and in the other hand **NUBA**, with a validity of 1 year, starting from the day, **October 28th of 2025 to October 28th of 2026**, in which both parties sign in accordance with the same guidelines.

- The rates scheme is dynamic, so it will be subject to availability on our website www.casamalca.com.
- Rates in USD, are subject to local taxes (21% taxes)
- \$ 3 USD Environmental Fee per room, per night.
- 10 % on the rates before taxes of Resort Fee.
- All rooms and rates are subject to availability and approval.
- **20%** commission in web page rates before taxes.
- **FESTIVE - PREMIUM SEASON**, will be also awarded 20% commission on the rate always before tax and are subject to the same conditions and policies of the promotion.

FOR RESERVATIONS: reservations@casamalca.com

WEDDINGS: weddings@casamalca.com

GROUPS QUOTATIONS (+10 ROOMS AND UP): grupos@casamalca.com

RESERVATION PROCEDURE

- All requests and bookings shall be made directly to our reservation's office, to support the availability and rate request, we request a screenshot of the www.casamalca.com portal, where they are visible, availability, date, time of the quote, as well as occupancy and room category and rate per night.
- Once confirmed with reservation department the requirements, an invoice with the net total will be sent.
- Once the deposit or payment has been made to the hotel account we will require written notification, Please forward notification via email to reservations@casamalca.com.
- Notification must include the following details: Guest name, number of people, and arrival date.

| ACCOUNT IN MEXICAN PESOS | |
|--------------------------|--------------------|
| BENEFICIARY NAME | DODEKEDRO SA DE CV |
| BANK | SCOTIABANK |
| ACCOUNT | 17502105004 |
| CLABE | 044691175021050041 |
| ACCOUNT IN USD | |
| BENEFICIARY NAME | DODEKEDRO SA DE CV |
| BANCK | SCOTIABANK |
| ACCOUNT | 17500017191 |
| CLABE | 04469117000171912 |

GENERAL TEMPORALITY

LOW SEASON: April 29st – Nov 15th

- **PAYMENT:** Full payment is required 7 days prior to check in.
- **CANCELLATION:** 7 days before check in (18:00hrs local time) penalty does not apply.

REGULAR SEASON: January 16th – April 28st & Nov 16th – December 26th

- **PAYMENT:** Full payment is required 14 days prior to check in.
- **CANCELLATION:** 14 days before check in (18:00hrs local time) penalty does not apply.

PREMIUM SEASON (FESTIVE): December 27th – January 15th

- **PAYMENT:** Full payment is required 30 days prior to check in (No refundable)
- **CANCELLATION:** 30 days before check in (18:00hrs local time) penalty does not apply, in case of cancellation within 30 days, the penalty will be the full stay.

CHANGES AND CANCELLATIONS POLICY

- Cancellation without penalty applies if it is 14 days before arrival (18:00hrs local time)
- Within 14 days before check in, 100% penalty
- In case of penalty applied, no refund will be made, the payment will be taken in credit for future reservations, valid for one year from the day of notification.

NO SHOW POLICY AND EARLY DEPARTURE

- Penalty of 1 night in case of no show in regular and low season.
- 100% of the stay in Festive season will be charged.
- Early departure or unused nights non refundable, full stay will be charged.

CHILDREN'S POLICY

- Children from 0 to 11 years, do not pay stay sharing room with 1 adult.
- Children from 12 and up, pay as an additional person.
- Additional person in room pays \$180 USD fee plus tax. And \$ 200 USD plus taxes in FESTIVE SEASON.

At Casa Malca, we are committed to providing the best experience to our guests, with responsibility and taking care of every detail, so we required for support from the other side providing the necessary information to achieve the best experience to our guests. Please send the following information: Arrival and departure time, allergies, preferences and tastes, celebration and no. Visiting**

This Agreement, read by both parties, is signed in duplicate in the city of Tulum, Quintana Roo, on October 28th of 2025.

| DODEKEDRO SA de CV | | NUBA | |
|--------------------|-----------------------|----------|--|
| NAME | <i>Jesus Roman</i> | NAME | |
| POSITION | Leisure Sales Manager | POSITION | |
| DATE | 28 October 2025 | DATE | |