



# CONGRATULATIONS

This Certificate entitles you to a stay for two guests at:



## YOUR VACATION CERTIFICATE FOR TWO GUESTS INCLUDES:

### OCEAN FRONT ROOM

All Resort Taxes, Fees & Gratuities.

All standard resort inclusions

...and so much more!

Issue Date:

Certificate ID#:

Expiration Date:

# of Nights:

AVA Resort Cancun sets a higher new standard of all-inclusive travel—a world of constant golden sunlight, soft white sand, views of the ocean in every direction, along with ever evolving events, programming, amenities and experiences for all ages.

## Also included in your AVA Resort stay:

Dining in multiple restaurants  
Premium alcoholic and non-alcoholic drinks  
24/7 in-room dining  
Children's and Teen's Clubs

Daily activities program  
Six swimming pools  
Fitness center  
Complimentary Wi-Fi throughout the resort



# TERMS & CONDITIONS

## WHAT'S INCLUDED IN THE CERTIFICATE:

The "Certificate" entitles the holder to book two guests (double occupancy) in the room category for the length of stay noted on the face of this certificate. The specific resort for which the Certificate is valid is specified on the face of this Certificate. This Certificate also covers resort taxes/service fees. Any other governmental or tourist taxes not included.

The Certificate cannot be used to pay for incidentals or other expenses incurred by the guest, including, but not limited to, tours, hotel/resort purchases, airport transfers, and retail or spa services.

### Use for Non-Specified Length of Stay or Room Category

At the sole discretion of AVA Resort Cancun (herein referred to as "Property"), the Certificate may also be used for hotel stays of different lengths, upgraded room categories, or accommodations for more guests other than noted on the "Certificate" face (rates provided at time of booking). In the event the "Certificate" is used for any modification other than noted on the "Certificate" face, the value of the Certificate reverts to the fixed dollar amount of the Certificate at time of purchase. This Value shall be applied to the reservation and the redeemer must pay any difference in rate in full to Property at the time of booking. In all cases, if the Value exceeds the rate for the length of stay and room category selected, any difference shall be forfeited. Property at the time of the booking request will provide the lowest fare publicly available for which the redeemer qualifies, including available promotional rates unless otherwise expressly provided in the terms and conditions for that promotion.

The Certificate cannot be used to purchase hotels offered by any other entity, whether affiliated with Property or not. This "Certificate" cannot be used and is not applicable towards a room block that has been purchased by a third party and is then being resold, nor for a room that is included as part of a group booking or full resort buyout made with Property.

## REDEEMING YOUR CERTIFICATE

*To Redeem Your Certificate, You Must:*

1. Submit your requested hotel stay to . (This Certificate cannot be redeemed or used in any other manner, including but not limited to, at any travel agency.)
2. **Provide the following information to the contact above at time of redemption: (a) name of hotel (AVA RESORT); (b) your name and contact information, (c) the Certificate ID# on the face of Certificate, and (d) preferred dates of travel.**
3. All guests on the booking must satisfy Property's then current minimum age requirements. No guests under 18 permitted.

## TERMS & CONDITIONS

1. Property will not, under any circumstances, pay a commission in connection with or related to the redemption and/or utilization of this "Certificate."
2. **Requested travel dates and room category may be capacity controlled and are subject to actual availability. Blackout dates include: December 19 through January 3, President's Day and Valentine's Day week; Easter/Passover season.**
3. By purchasing/redeeming this "Certificate," the purchaser/holder agrees to be bound by all Property's cancellation terms and conditions. Once certificate is redeemed and booking confirmation issued to certificate recipient, the approval for any requested change to the booking (change in arrival date, # of nights, accommodation type, etc.) is at the discretion of Property. No monies will be issued to the certificate purchaser or recipient should the booking be cancelled at any point in time after the initial redemption of certificate.
4. Property's other policies and terms and conditions shall also apply. Minimum age for guests is 18 years old on the date of arrival. Children permitted with at least one guest aged 18+.
5. Payments made for the "Certificate" are nonrefundable and cannot be redeemed for cash. Lost or stolen Certificates or Certificates used without permission will not be replaced. This "Certificate" has no cash value (\$0).
6. This "Certificate" is transferable only when gifted. This "Certificate" is void if sold for cash or other consideration. Any tax liability, connected with the receipt or use of this "Certificate" is the sole responsibility and liability of the person giving or receiving the Certificate; not Property.
7. This Certificate shall be void where prohibited or restricted by law. Program is subject to change without notice. THIS CERTIFICATE IS NOT VALID FOR SALE TO CUSTOMERS LOCATED IN QUEBEC, CANADA AND PUERTO RICO.

## EXPIRATION AND CHARGES

Your AVA Resort Cancun Resort Certificate must be redeemed and travel commenced within **2 (two) years** from date of issue noted on the face of this Certificate ("Expiration Date"). This Certificate has neither an inactive or dormancy fee nor any monthly or other maintenance fee. IF CERTIFICATE HAS NOT BEEN REDEEMED WITHIN 2 YEARS OF DATE OF CERTIFICATE ISSUE, CERTIFICATE EXPIRES AND BECOMES NULL AND VOID.