

Book 2026, Stay Free in 2027 Promotion

OFFICIAL TERMS & CONDITIONS

Effective: January 28, 2026 through February 10, 2026

Last Updated: January 27, 2026

Participating Properties: (i) Jungala Hotel (Rivera Mayan, S. A. de C.V) and (ii) BON Hotel (Operadora Turística Hotelera, S.A. de C.V.) (each, a “Participating Hotel,” and together, the “Participating Hotels,” “we,” “us,” “our”).

1. OFFER OVERVIEW

Book a qualifying five (5) night stay in 2026 at a Participating Hotel during the Offer Period and receive a complimentary stay in 2027 of equal length, subject to availability and these terms (the “Offer”).

This Offer applies to room rates only. Taxes, fees, and other charges apply and remain the guest’s responsibility.

2. OFFER PERIOD

Qualifying reservations must be booked during:

- Start Date: January 28, 2026 at 12:00am ET
- End Date: February 10, 2026 at 11:59pm ET

The “Offer Period” refers to the booking window during which qualifying reservations must be made, not the dates of stay.

3. ELIGIBILITY REQUIREMENTS

To qualify, you must satisfy all of the following:

- Minimum Stay (2026 Qualifying Stay)*
 - Book a minimum of five (5) consecutive nights at a Participating Hotel.
 - The stay must occur in calendar year 2026.
 - All five (5) nights must be completed. Early checkout, cancellation, or reduction below 5 nights voids eligibility.
- Booking During Offer Period*
 - The reservation must be booked during the Offer Period.
- Payment Requirements (Channel Limitations Apply).* Eligibility requires that the 2026 Qualifying Stay be completed and paid in full.

Deposit requirements and payment processing vary by booking channel and rate plan. For example, some direct booking channels may not support charging a deposit at the time of booking, while some third-party channels may charge a deposit or collect prepayment at the time of reservation.

Accordingly:

- If a deposit or prepayment is required under your confirmed rate rules, it must be successfully processed during the Offer Period.
- If a deposit cannot be collected at booking due to channel limitations, you must still complete the 2026 Qualifying Stay and pay all required charges in accordance with the confirmed rate rules to earn the complimentary 2027 stay.

d) *Booking the Complimentary 2027 Stay (Required Before Checkout)*

- You must book your complimentary 2027 stay before checkout of your 2026 Qualifying Stay.
- Failure to book before checkout permanently forfeits the complimentary stay benefit.
- Complimentary 2027 stays must be booked through the Participating Hotels' designated redemption process via the reservations line: 1-855-227-5685 or customerservice@vidantaworld.com.

e) *Promotional Rate Plan / Offer Identifier*

- Your reservation must be confirmed under the specific promotional rate plan / offer identifier associated with this Offer (as displayed at booking or in confirmation).
- Viewing the Offer in marketing materials, email, video, or on a third-party platform does not automatically qualify you.

Failure to satisfy any eligibility requirement voids the Offer benefit.

4. COMPLIMENTARY 2027 STAY – WHAT'S INCLUDED

a) *Night-for-Night Match (Equal-Night Match)*

- The complimentary 2027 stay covers up to the same number of nights you booked and completed during your 2026 Qualifying Stay (the "Equal-Night Match").
- Example: If you book and complete 5 nights in 2026, you receive up to 5 complimentary nights in 2027.
- The complimentary stay must be redeemed in one (1) continuous stay and may not be split across multiple reservations.
- Partial night redemptions are not permitted.

b) *Room Rate Only*. "Complimentary" or "free" means the base room rate only. The following are not included and remain your responsibility:

- Taxes, VAT, and government-imposed fees
- Resort/destination fees (if applicable)
- Service charges and gratuities
- Meals and beverages (unless included in the booked rate plan)
- Spa services, activities, excursions, experiences
- Transfers, parking, and transportation
- Add-ons, packages, upgrades
- Incidentals, minibar, damages, or other on-property charges

c) *Named Guest Requirement (Non-Transferable)*

- The complimentary 2027 stay may only be redeemed by the same named guest on the 2026 Qualifying Stay reservation.
- The Offer is non-transferable, has no cash value, and may not be sold, assigned, or exchanged.

d) *Participating Hotel Interchange (Allowed)*. You may redeem the complimentary 2027 stay at either Participating Hotel (Jungala Hotel or BON Hotel), subject to availability and the room category redemption rules below.

e) *Room Category Redemption Rules (Inter-Property Rules Apply)*. Room category eligibility for the 2027 complimentary stay depends on the room category booked and completed in 2026, as follows:

1. BON – 1 Bedroom (2026)
May be redeemed for:
 - BON 1 Bedroom, or
 - Jungala 1 Bedroom
2. BON – 2 Bedroom (2026)
May be redeemed for:
 - BON 2 Bedroom, or
 - BON 1 Bedroom, or
 - Jungala 1 Bedroom
3. BON – 2 Bedroom Loft (2026)
May be redeemed for:
 - Any room category at BON or Jungala, subject to availability
4. Jungala – 1 Bedroom (2026)
May be redeemed for:
 - Jungala 1 Bedroom, or
 - BON 1 Bedroom

Upgrades are not included unless separately purchased and confirmed in writing at the time of booking.

5. BLACKOUT DATES AND AVAILABILITY

a) *Blackout Dates (2027 Complimentary Stay)*

The complimentary 2027 stay is not valid during the following blackout dates:

- February 12–20
- March 21–28
- November 25–29
- December 21–31

Blackout dates are subject to inventory controls and may be enforced regardless of booking channel.

b) *Availability and Capacity Controls*

- Complimentary stays are subject to availability, capacity controls, and inventory restrictions.
- We do not guarantee availability on any specific date. Advance booking is strongly recommended.
- Minimum-stay rules may apply during peak periods.

6. NOT COMBINABLE WITH OTHER OFFERS

This Offer cannot be combined with:

- other promotions, discounts, or coupons
- package or bundled deals
- group/contracted rates or negotiated rates

- loyalty member rates or points redemptions
- travel advisor/consortium rates
- any other special pricing program

Only one Offer benefit applies per qualifying 2026 booking.

7. **BOOKING CHANNELS**

This Offer may be advertised and/or booked through multiple channels including, without limitation:

- Booking.com
- Expedia and Expedia Group sites
- Sabre
- Google Hotel Ads
- Meta (Facebook/Instagram) linked booking paths
- Authorized travel advisor platforms
- Email and video campaigns with direct booking links

Important notes:

- Eligibility is based on confirmed reservation details and compliance with these Official Terms, not where the Offer was viewed.
- Third-party platforms may display abbreviated terms. In case of conflict, these Official Terms control to the fullest extent permitted by law.

8. **MODIFICATIONS, CANCELLATIONS, AND NO-SHOWS**

a) Changes to Your 2026 Qualifying Stay

- If you modify your 2026 reservation so it no longer meets the 5-night consecutive requirement, you lose eligibility.
- Changes may be permitted if the reservation continues to comply with all terms and availability permits.

b) Cancellation, No-Show, or Early Checkout (2026)

If you cancel, no-show, or check out early from your 2026 Qualifying Stay, your eligibility for the complimentary 2027 stay is forfeited.

c) Cancellation of 2027 Stay / One Rebooking Allowed

- If you book your complimentary 2027 stay and later cancel it, you may be permitted one (1) rebooking within 2027, subject to availability and blackout dates.
- No cash value, refunds, credits, or substitutions are offered for the complimentary portion.

9. **THIRD-PARTY BOOKING PLATFORMS (OTAs AND GDS)**

If you book through a third-party platform (e.g., Booking.com, Expedia) or a travel advisor/GDS channel (e.g., Sabre):

- We may verify that the reservation was booked under the correct promotional rate plan/offer identifier and that the booking complied with Offer Period requirements.
- Payment processing (including deposits or prepayments) may be handled differently depending on the platform and rate rules.
- Platform-displayed terms may be abbreviated. These Official Terms apply in full.

- For platform-specific payment issues, contact the platform directly. For Offer eligibility and 2027 redemption, contact the Participating Hotels via the reservations line.

10. NON-TRANSFERABLE / NO CASH VALUE

- This Offer is non-transferable and has no cash value.
- It may not be sold, assigned, auctioned, bartered, or exchanged.
- No refunds, credits, or substitutions will be provided in lieu of the complimentary stay.

11. FRAUD, MISUSE, AND ABUSE

We reserve the right to deny or void Offer eligibility if we determine (in our reasonable discretion) that a reservation was obtained through fraud, misrepresentation, manipulation, or abuse of the Offer.

Where reasonably practicable, we will provide notice and an opportunity to respond before denying benefits, except in cases of clear fraud.

12. PARTICIPATING HOTELS' RIGHTS AND MODIFICATIONS

- Inventory and Capacity Management.* We reserve the right to apply inventory controls, limit rooms available under the Offer, and restrict availability based on operational needs.
- Changes to These Terms.* We may update these terms to correct errors, clarify ambiguities, or reflect operational changes, provided such updates do not materially reduce benefits already earned by guests with confirmed 2026 Qualifying Stays.
- Offer Termination.* We may terminate this Offer prior to the stated end date by providing at least 7 days' notice on VidantaWorld.com. Guests with confirmed qualifying reservations booked before the termination date remain eligible.

13. OFFICIAL TERMS CONTROL

These Official Terms & Conditions are the authoritative and complete terms of the Offer and are posted on VidantaWorld.com.

In the event of any conflict between these Official Terms and any advertisement, social post, email, video, third-party platform content, or booking channel display, these Official Terms control to the fullest extent permitted by applicable law.

If any provision is found unenforceable in a jurisdiction, it will be modified to the minimum extent necessary to be enforceable and the remaining provisions remain in effect.

14. PRIVACY AND DATA USE

Personal information collected in connection with this Offer will be processed in accordance with the applicable privacy policy for the Participating Hotel(s), available at: VidantaWorld.com/en/privacy-policy.

Information may be used solely as necessary to administer the Offer, verify eligibility, manage reservations, and communicate with you regarding the 2026 stay and the complimentary 2027 stay.

15. GOVERNING LAW AND DISPUTES

- Governing Law.* These Official Terms & Conditions and any dispute arising out of or relating to the Offer are governed by the laws of Mexico, without regard to conflict-of-law principles, except that nothing in these Terms limits mandatory consumer rights applicable in your country of residence.
- Disputes / Jurisdiction.* To the extent permitted by applicable law, any dispute relating to the Offer shall be brought in the competent courts located in Mexico, and the parties consent to the jurisdiction of such courts.

- c) *Consumer Rights*. Nothing in these Terms limits your statutory consumer rights under applicable law.

16. CONTACT INFORMATION

For questions about this Offer, eligibility verification, or booking your complimentary 2027 stay:

Email: customerservice@vidantaworld.com

Phone: 1-855-227-6585

Please have your reservation confirmation number available.

ACKNOWLEDGMENT

By booking a reservation under this Offer, you confirm that you have read, understood, and agree to these Official Terms & Conditions.