

**From:** José Manuel Gonzalez Ordoñez jgonzalez@hrhloscabos.com  
**Subject:** Re: HARD ROCK VACATION PLANNERS LOS CABOS II Jonathan Shenkman  
**Date:** June 29, 2026 at 11:01 PM  
**To:** Alex Shenkman ajshenkm@gmail.com  
**Cc:** Jonathan Shenkman jsshenkman1@gmail.com, Vacation Planners LCB vacationplanners@hrhloscabos.com



Dear Alex,

We are delighted to share your reservation confirmation details! Please review the following key points and confirmation procedures to ensure a smooth and enjoyable experience.

Action Required: Confirm your reservation

EXCURSIONS & ACTIVITIES CONFIRMATIONS								
GUEST DETAILS			INFORMATION				ROOM CHARGE	
GUEST DETAILS	Person	NOTES	DATE	TIME	SERVICE	HOTEL CONFIRMATION NUMBER	BOOKING CONFIRMATION	AMOUNT TO PAY US
Jonathan Shenkman	3	Pick up 9:50 am outside the main lobby II dock fee \$4 USD per person II stop at the Vacation Planners desk to get your vouchers	July 10th	11:00 am	Oceanus Snorkel Cruise (35% fee)	3134616	703630	\$141.75 USD
Jonathan Shenkman	3		July 10th	11:00 am	Oceanus Snorkel Cruise Transportation	3134616	703631	\$45 USD
Jonathan Shenkman	3	Pick up 9:50 am outside the main lobby II dock fee \$4 USD per person II stop at the Vacation Planners desk to get your vouchers	July 10th	11:00 am	Oceanus Snorkel Cruise (35% fee)	3134617	703632	\$141.75 USD
Jonathan Shenkman	3		July 10th	11:00 am	Oceanus Snorkel Cruise Transportation	3134617	703633	\$45 USD
Jonathan Shenkman	3	Pick up 9:50 am outside the main lobby II dock fee \$4 USD per person II stop at the Vacation Planners desk to get your vouchers	July 10th	11:00 am	Oceanus Snorkel Cruise (35% fee)	3134618	703634	\$141.75 USD
Jonathan Shenkman	3		July 10th	11:00 am	Oceanus Snorkel Cruise Transportation	3134618	703635	\$45 USD
Jonathan Shenkman	2	Pick up 9:50 am outside the main lobby II dock fee \$4 USD per person II stop at the Vacation Planners desk to get your vouchers	July 10th	11:00 am	Oceanus Snorkel Cruise (35% fee)	3134619	703636	\$94.50 USD
Jonathan Shenkman	2		July 10th	11:00 am	Oceanus Snorkel Cruise Transportation	3134619	703637	\$30 USD

**IMPORTANT NOTES**

**PLEASE STOP AT VACATION PLANNERS DESK IN ORDER TO GET YOUR VOUCHERS PRINTED, IT IS MANDATORY TO PRESENT THEM AT THE MOMENT OF YOUR CHECK IN TO YOUR ACTIVITY**

- The date and time are subject to availability for each Tour.
- Customers must be 20 min prior to their pick-up time with the vouchers printed.
- Some tours require to bring towels and extra money.
- All prices are in US Dollars.
- All services will be room charge
- All services are subject to availability due to weather conditions.
- Extra fees are involved in some excursions.
- Prices are subject to change without prior notice.
- If you have any special health condition, it must be notified ahead of your activities.

**CANCELLATION POLICIES**

Any cancellation and change (subject to availability) to your reservations must be made 48 hours before the service time.  
Cancellations and changes (subject to availability) for Golf must be made 48 hours prior to your service time.  
For groups: cancellations and changes must be made 72 hours before service time.  
No show will generate a full charge on your account.

**Important Details for Your Services**

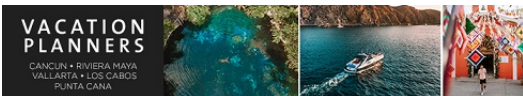
- **Cancellation Policy:** We kindly request a minimum of 48 hours' notice for any service cancellation, which must be processed directly at the Vacation Planners desks. Please note that "No-shows" are non-refundable.
- **Hotel Check-in Requirement:** A mandatory credit card deposit is required upon check-in to cover any incidental room charges.
- **Service Coupon Collection:** Our Vacation Planners desks are open daily from 7:00 a.m. to 7:30 p.m. Please visit the desk with your confirmation number to collect your mandatory service coupon. Presenting this coupon is required for each service you enjoy.
- **Price and Service Notice:** Please be aware that all services and prices are subject to change without prior notice.

It is always our pleasure to assist you. Should you have any questions or require further information, please do not hesitate to contact me. I will be happy to help ensure your stay is perfect.

Best regards,



**Manuel Gonzalez**  
Vacation Planner & On Tour Representative / Representante Vacation Planner & On Tour  
Polígono 1. Fracción D.  
Fraccionamiento Diamante. C.P. 23473  
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El vie, 26 jun 2026 a las 13:24, Alex Shenkman (<ajshenkm@gmail.com>) escribió:

Hi Jose,

Thanks so much for getting back! To confirm - yes our booking consists of **four distinct reservations**. We actually will be **11 guests**, so 3 of the rooms will have 3 guests and 1 room will have 2 guests.

We would love to go ahead and book **The Oceanus Experience** for all **11 guests** on **Friday, July 10th** using our credits. We also understand there still remains a 35% credit service fee of \$47.25 per guest.

Please let us know when that is confirmed and what the details are in terms of timing for that experience. Thanks so much!

**Alex Shenkman**  
847.533.5359  
[www.alexshenkman.com](http://www.alexshenkman.com)

On Jun 24, 2026, at 7:00 PM, José Manuel Gonzalez Ordoñez <[jgonzalez@hrhloscabos.com](mailto:jgonzalez@hrhloscabos.com)> wrote:

Dear Mr. Shenkman,

I hope this email finds you well.

We are delighted to assist you in planning your upcoming itinerary and maximizing the enjoyment of your stay with us. To ensure everything is perfectly tailored to your preferences, could you kindly confirm if your booking consists of **four distinct reservations (rooms)**?

If so, we are pleased to remind you that **each reservation is credited with 600 resort credits** (subject to a standard 35% service fee). To optimize the value of your credits, we recommend assigning **three guests per reservation**.

Please find the detailed overview of how your credits will be gracefully applied to your chosen experiences below:

#### The Oceanus Experience

- **Experience Cost:** 135 Credits per guest
- **35% Credit Service Fee:** \$47.25 USD per guest
- **Mandatory Out-of-Pocket Extras:**
  - Dock Entrance Fee: \$4 USD per guest (payable upon arrival at check-in).
  - Shared Round-Trip Transportation: \$15 USD per traveler.

**Resort Credit Allocation Note:** Please kindly note that the credit limit per room will not fully cover both signature excursions. By allocating three guests per reservation, you will utilize **405 credits** of your 600-credit allotment for the Oceanus experience.

Consequently, for the UTV Off-Road experience, your remaining credits will comfortably cover **one guest per room**. The remaining two guests will be accommodated at our standard retail rates:

- **Single:** \$199 USD | **Double:** \$299 USD | **Triple:** \$349 USD | **Quadruple:** \$399 USD

#### Ultimate Adventure: UTV & Outback Camel Safari

Should you wish to enjoy the exhilarating UTV experience utilizing your resort credits, it is beautifully paired as an **exclusive upgrade** alongside our Camel Safari. Please note that even if your preference leans solely toward the UTV portion, the credits are applied to the base camel tour, upgrade fee added.

- **Base Experience Cost:** 135 Credits per guest
- **35% Credit Service Fee:** \$47.25 USD per guest
- **Ultimate Adventure Upgrade (UTV + Camel):** +\$50 USD per guest (3 hours of guided adventure).
- **Mandatory Out-of-Pocket Extras:**
  - Tierra Sagrada Park Admission: \$25 USD per adult / \$12.50 USD per child.
  - Shared Round-Trip Transportation: \$15 USD per guest.
  - UTV Vehicle Damage Exemption: \$45 USD per vehicle (payable directly to the provider).

#### Horseback Riding

As a gentle reminder, our Horseback Riding excursion remains **outside of the resort credit program** and is available at our standard retail pricing.

Mr. Shenkman, it would be our absolute pleasure to finalize these details and assign your credits on your behalf. Could you please share the **total number of guests** in your party so we can prepare a personalized, comprehensive breakdown for you?

Regards



**Manuel Gonzalez**  
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El lun, 22 Jun 2026 a las 21:53, Jonathan Shenkman <[jshenkman1@gmail.com](mailto:jshenkman1@gmail.com)> escribió:  
Hi Jose

Would we be able to book the **OCEANUS SOCIAL SNORKEL CRUISE** for 12? Our preference for dates in order (from best to least preferred) are July 10th, 11th, 12th

I'm also curious whether it's possible to book the UTV portion of the camel ride independently without the camel ride portion? If so, we would be interested in booking that for 12 also

I also just wanted to clarify one more thing. In your last email, you mention that horseback riding isn't available for pre-booking through the credit program - is it available to book once we're there using credits? Or not available to book using credits at all?

Thanks,  
Jonathan

On Jun 9, 2026, at 5:00 PM, José Manuel Gonzalez Ordoñez <[jgonzalez@hrhloscabos.com](mailto:jgonzalez@hrhloscabos.com)> wrote:

Dear Mr. Shenkman,

Thank you for your follow-up.

To clarify, the activities I shared in my previous email represent our current selection eligible for the resort credit program. As noted in our terms and conditions, program offerings and service details are subject to change to ensure we maintain the highest standard of experiences for our guests; consequently, horseback riding is not currently available for pre-booking through our credit program.

<image.png>

Concerning your request for dinner reservations for your party of 12, **please be advised that our resort restaurants operate on a first-come, first-served basis**. This approach allows our guests the flexibility to enjoy our various dining venues at their leisure throughout their stay.

I am committed to ensuring your visit to Hard Rock Hotel Los Cabos is truly memorable. Please let me know how you would like to proceed.

Warm regards,



**Manuel Gonzalez**  
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El Jun, 8 Jun 2026 a las 23:55, Jonathan Shenkman (-jsshenkman1@gmail.com-) escribió:  
Hi,

The website lists horseback riding as an available activity - are we able to book this ahead of time and do our credits apply toward that?

Also, we are a large group, are we able to make dinner reservations ahead of time?

Thank you,  
Jonathan

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On Jun 6, 2026, at 11:00 PM, José Manuel Gonzalez Ordoñez <jgonzalez@hrhlocabos.com> wrote:

Dear Jonathan,

Your reservation includes 600 credits, and subject to a 35% fee.

#### MAKE THE MOST OF YOUR CREDITS

Please note that resort credits are subject to a service fee (20%, 25%, or 35% fee depending on your specific booking promotion), which must be paid directly at the property. The base cost of the activity is fully discounted from your available credits balance, and you only pay the corresponding percentage fee shown below.

#### MEET THE DOLPHINS

- **Base Price: \$135 USD / Credits**
- **Service Fee Breakdown (Payable at the property):**
  - **20% Fee:**  $\$135 \times 0.20 = \$27.00 \text{ USD}$
  - **25% Fee:**  $\$135 \times 0.25 = \$33.75 \text{ USD}$
  - **35% Fee:**  $\$135 \times 0.35 = \$47.25 \text{ USD}$
- **Inclusions:** Dolphin contact, educational session, and a dolphin hug on the platform.
- **Duration:** 20 minutes + 10 minutes briefing.
- **Extras:** Round-trip transportation is available for **\$15 USD**.
- **Requirements:** Children aged 1–9 must be accompanied in the water by a paying adult.

#### EXCLUSIVE UPGRADE OPTION:

- **Dolphin Experience Upgrade:** Add **+\$40 USD per person** (does not apply with credits).
- **What it Adds:** A special kiss, extra playful swim time, and extends your total water time to 30 minutes.
- **Requirement:** Minimum age of 5 years old.

#### OUTBACK & CABO CAMEL RIDE

- **Base Price: \$135 USD / Credits**
- **Service Fee Breakdown (Payable at the property):**
  - **20% Fee:**  $\$135 \times 0.20 = \$27.00 \text{ USD}$
  - **25% Fee:**  $\$135 \times 0.25 = \$33.75 \text{ USD}$
  - **35% Fee:**  $\$135 \times 0.35 = \$47.25 \text{ USD}$
- **Inclusions:** Camel ride and interactive experience, guided nature walk, Mexican buffet, open beer/infused water, Tequila & Mezcal tasting, and tortilla-making class.
- **Mandatory Extras:**
  - Tierra Sagrada park entrance fee: **\$25 USD** per adult / **\$12.50 USD** per child.
  - Round-trip transportation: **\$15 USD** per person.
- **Requirements:** Minimum age is 5 years old. Maximum weight is 265 lbs (120 kgs).
- **Restrictions:** No cell phones, cameras, or GoPros allowed during the ride. Not suitable for pregnant women or guests with back/neck issues.

#### ULTIMATE ADVENTURE UPGRADE:

- **UTV Off-Road + Camel Tour: +\$50 USD per person** (3-hour total adventure).
- **What it Adds:** Combine your camel ride with a thrilling UTV off-road circuit through stunning canyons and mountains.
- **Mandatory Extras for UTV:** Adds a mandatory damage exemption fee of **\$45 USD** per vehicle.
- **New Requirements for UTV:** Minimum age increases to 8 years old. Drivers must be 18+ with a valid license. Minimum height is 4 ft (1.20 m).
- **Additional Restrictions:** Cell phones/cameras/GoPros are not permitted during the UTV ride. Not suitable for individuals with heart, balance, or dizziness conditions.

#### OCEANUS SOCIAL SNORKEL CRUISE

- **Price: \$135 USD / Credits**
- **Service Fee Breakdown (Payable at the property):**
  - **20% Fee:**  $\$135 \times 0.20 = \$27.00 \text{ USD}$
  - **25% Fee:**  $\$135 \times 0.25 = \$33.75 \text{ USD}$
  - **35% Fee:**  $\$135 \times 0.35 = \$47.25 \text{ USD}$
- **Availability:** From June 2nd to June 4th at 11:00 AM.
- **Inclusions:** 3-hour catamaran cruise past the Arch and Land's End, snorkel stop at a swimmable bay (equipment included), open bar, buffet-style lunch (chicken/beef fajitas), and onboard DJ.
- **Mandatory Extras:**
  - Entrance dock fee: **\$4 USD** per person (paid at check-in).
  - Round-trip transportation: **\$15 USD** per traveler.
- **Requirements:** Minimum age is 5 years old. Subject to weather conditions.
- **What to Bring:** Swimwear, towel, biodegradable sunscreen, hat, and extra cash.

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**OCEANUS SUNSET PARTY CRUISE**

- Price: \$99 USD / Credits
- Service Fee Breakdown (Payable at the property):
  - 20% Fee:  $99 \times 0.20 = \$19.80$  USD
  - 25% Fee:  $99 \times 0.25 = \$24.75$  USD
  - 35% Fee:  $99 \times 0.35 = \$34.65$  USD
- Availability: From June 2nd to June 4th at 5:00 PM.
- Inclusions: 2.5-hour sunset party cruise past the Arch and Land's End, open bar, buffet-style dinner (beef fajitas), and onboard DJ.
- Mandatory Extras:
  - Entrance dock fee: \$4 USD per person (paid at check-in).
  - Round-trip transportation: \$15 USD per traveler.
- What to Bring: Light jacket/sweater (breezy evenings, especially Dec-Apr), camera, and extra cash.

<image.png>

**Please Note:** All availability and prices are subject to change without prior notice.

**HOW TO BOOK YOUR CREDIT EXPERIENCES**

If you would like to proceed with your booking, please reply to this email with the following format completed:

- Selected Activity:
- Preferred Date & Time:
- Number of Participants:
- Full Names of Guests:
- Dolphin or Camel Upgrade? (Yes/No):

Regards



**Manuel Gonzalez**  
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El dom, 31 may 2026 a las 18:09, Jonathan Shenkman (<[jsshenkman1@gmail.com](mailto:jsshenkman1@gmail.com)>) escribió:

Confirmation number: 13924B20050286  
Group Size: 12  
Children: None  
Special requirements: None

Thank you!

On May 13, 2026, at 9:08 AM, José Manuel Gonzalez Ordoñez (<[jgonzalez@hrhloscabos.com](mailto:jgonzalez@hrhloscabos.com)>) wrote:

Dear Mr. Shenkman,

Thank you for your interest in planning your upcoming trip to Hard Rock Hotel Los Cabos. To better assist you with your requests regarding activities and dining, could you please provide the following details:

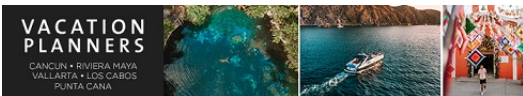
- Confirmation Number: Your hotel reservation confirmation numbers.
- Group Size: The total number of people in your party.
- Children: If you are traveling with children or minors, please specify their ages.
- Special Requirements: Any allergies, medical conditions, recent surgeries, or mobility restrictions we should be aware of. Please also let us know if there are any expecting mothers in your group or specific dietary restrictions.

Once I have this information, I will be able to provide more specific details regarding resort credit, bowling, horseback riding, and your dinner reservations.

Regards,



**Manuel Gonzalez**  
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El dom, 3 may 2026 a las 10:05, Jonathan Shenkman (<[jsshenkman1@gmail.com](mailto:jsshenkman1@gmail.com)>) escribió:

Hi,

Yeah, I'm interested in doing some planning before the trip!

I have a few questions:

- Can the resort credit be applied to any of the experiences you linked other than the bowling?
- If we want to do bowling, is that something we can book ahead of time?
- I would like to book the horseback riding I see on the main site, but I don't see it listed here - is that available for pre-booking?
- Is it possible to make dinner reservations ahead of time as well? We're a larger group.

Thanks  
Jonathan

On Apr 4, 2026, at 11:00 PM, José Manuel Gonzalez Ordoñez (<[jgonzalez@hrhloscabos.com](mailto:jgonzalez@hrhloscabos.com)>) wrote:

Thank you for choosing Hard Rock Hotel Los Cabos as your travel destination!

We look forward to welcoming you and setting you up for the most pleasant vacations of your life, showing you around the resort and the breathtaking experiences you can enjoy around the astonishing Los Cabos Peninsula.

Please allow me to introduce myself, my name is **Manuel González** from the Vacation Planners department and I will be your travel advisor for services, any doubt or request will be gladly attended to.

Our commitment is to assist our guests. I will guide you before your arrival about **transportation, tours, excursions, spa, beauty salon, golf, select take away products, special tastings events, and romantic dinner bookings to enjoy during your stay** at the **Ha Los Cabos**.

We invite you to know what is next and beyond in our property, restaurants, and activities to do while you are here and much more, get access to our Property Menu, where you can learn more about curious and important facts we are currently having and operating. Like Salon menú, Cabanas, Romantic Dinner & More.

I've received your request for: **TOURS**

#### Exclusive Pre-Arrival Offers

To make your experience even more special, many of our guests enjoy planning unforgettable activities before arrival. Spots are limited, so early interest is key!

Would you like more information or to reserve something in advance? I'll be happy to assist. Click for more information-----> [HARD ROCK TOURS](#)

#### 1. TOP RATED TOURS

##### LUXURY SUNSET SAILING

- **Description:** Cruise toward the famous Arch of Cabo San Lucas to admire the dramatic coastline and a magnificent sunset.
- **Price:** \$109 USD per person.
- **Includes:** Appetizers and open bar.
- **Duration:** 2.5 hours + transportation.
- **Important Note:** Expecting mothers may not participate. Minimum age 8 years old.
- **Extras:** \$19 USD roundtrip transportation and dock fee per person

<image.png>

##### LUXURY 2 BAY (SNORKEL)

- **Description:** Discover the underwater wonders of Santa Maria and Chileno Bay with our top-rated snorkel tour. Crystal-clear waters and colorful marine life.
- **Price:** \$149 USD per person.
- **Includes:** Appetizers and open bar.
- **Duration:** 4 hours + transportation.
- **Recommendation:** Pre-booking is highly recommended as spaces are limited.
- **Extras:** \$19 USD roundtrip transportation and dock fee per person

<image.png>

#### 2. Rock Spa® Experiences

- **Recommended Services:**
  - **Relaxing Massage (50 min):** Regular price: **\$229 USD**.
  - **Vitamin C Facial (80 min):** Brightens skin, evens tone, and boosts collagen. Regular price: **\$299 USD**.

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#### 3. Private Cabanas

- **Main Pool – Lyrics Pool Options:**
  - **Super Cabana:** Our most exclusive cabana featuring a **private bathroom and shower**.
    - Max capacity: 6-8 guests
    - Price: **\$420 USD per day**
  - **Chic Cabana:** A stylish and cozy option ideal for smaller groups.
    - Max capacity: 4-6 guests
    - Price: **\$230 USD per day**

A limited number of spots are held for pre-arrivals—I'd be happy to secure yours.

Looking forward to welcoming you soon,


Warm regards,

\*\*\*Please notice that these services and prices are subject to changes without notice and some services have specific restrictions. Tours can be canceled by force majeure or weather conditions. The prices are in USD dollars.\*\*\*


**IMPORTANT INFORMATION:** No refunds will apply in the event that a guest does not arrive for a scheduled service or tour. No shows are charged at full price. Sample tours and pricing all items on flyers vary per property and are subject to change with notice.

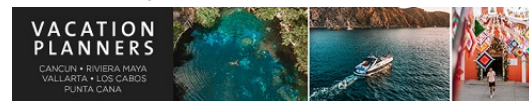
When booking on someone else's name, put it in the copy so they can confirm they agree to know about the information, charges, and policies. If I have your confirmation, that means you will be responsible for the charges instead of them.

I hope this information helps you to clear any questions you may have. Please, if you need any further help or wish that I continue guiding you through this process, just let me know and I'll be more than happy to assist you and book you.



**Manuel Gonzalez**  
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<Spa Menu 2.pdf><Spa Menu 2025.pdf>

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