

Cancellation Policy

Reserved Nights	Cancellation prior to arrival	Cancellation Charges
1	72 hours no cancellation charged	After 72 to 48 hrs 50% Charges
2-6	7 days	After 48 to 24 hrs 75% charges
7	14 days	After 24hrs 100% charges
Groups with 8 rooms or more	30	
Groups with entire hotel	40 days	

Cancellation and Early Checkout Policy:

- Should your plans change, be sure to inform within the following guidelines for a refund of your deposit. A cancellation number will be given to insure proper return of the deposit. If the cancellation does not meet guidelines, the deposit will be retained.
- For early checkout, you are responsible for the entire reservation and will be charged as such if the remainder of the reservation cannot be rebooked. If unsure of the policy, contact the hotel for clarification.
- Please note a multiple room reservation is added together for the total of "reserved nights". For example, two rooms reserved for four nights would be 8 reserved nights. For this example, the 8 reserved night's cancellation period is 14 days.

Refund Policy: credit card payment

When you cancel a booking and are entitled to a refund then we will instruct the refund right away. The processing will take between 2-4 weeks until the whole amount shows back on your credit card statement. Reasons for this are the billing cycle of your credit card company and processing time of the bank. The refund amount depends on numerous factors such as the hotel's cancellation policy, time of cancellation and processing fees. See above cancellation policy for more detailed list.

In case a reservation that you make is not confirmed, we will not charge you anything on your credit card and release the whole amount that was held on it immediately. Now after we do this, it will still take a maximum of 2-4 weeks for the bank to process this and for the money to show back on your credit card.

Refund policy: cash/ cheque payment

When you cancel the booking and are entailed to refund, then we instruct the refund right away, after checking the relevant booking details, our accounts dept. will transfer the fund to your account within 4 working days to your account.