

## **Cancellation**

- The reservation must be guaranteed with a credit card.
- If you wish to cancel, please do so maximum by 4pm, hotel local time, one day before arrival date to avoid cancellation penalties.
- At check in, the front desk will verify your check-out date. Rates quoted are based on check-in date and length of stay.
- Should you choose to depart early, price is subject to change.
- We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error.

## **Cancellation policy**

Our cancellation policy will apply only once your booking is confirmed. A confirmed booking is when we have advised you that the hotel room is available and you have secured your room reservation by providing us with your credit card details or by arranging a money transfer.

We do not charge a cancellation fee for rooms that have not been confirmed. To cancel a booking please complete and submit our cancellation form:

Cancellations for individual bookings:

Cancellations more than 4 working days before check in date will be subject to a 10% admin fee.

Cancellations less than 4 working days before check in date will be subject to a 1 night room charge.

These charges may occasionally vary due to some hotels having more strict cancellations policies during peak holiday or conference periods. In these cases our reservations staff will advise you by email the applicable cancellation policy.

## **No Shows:**

If a customer fails to check in at the hotel, the hotel will impose a no show charge of a 1 night no show charge and may occasionally vary due to some hotel's having more no show policies during peak holiday or conference periods a few will charge for the whole booking period. Our reservations staff will negotiate, to keep your no show charge as low as possible

## **Amendments:**

Our amendment policy will apply only once your booking is confirmed. A confirmed booking is when we have advised you that the hotel room is available and you have secured your room reservation by providing us with your credit card details or by arranging a money transfer. To amend a booking please

complete and submit .

Amendments made more than 4 working days before check-in date that reduce the number of nights booked, will incur a 5% admin fee only for the number of reduced nights.

Amendments made less than 4 working days before check-in date will incur a 1 night amendment charge for each room booked.

These charges may occasionally vary due to some hotels having more strict amendment policies during peak holiday or conference periods. In these cases our reservations staff will advise you by email the applicable amendment policy.