



## **Cancellation & Refund Policy**

### **Reservation Policy:**

1. A reservation is not deemed as confirmed, unless a 100% amount is paid in advance, towards the room package at the time of booking.
2. 100% of the total room tariff and chartering cost must be paid upfront, at least 1 week in advance.
3. In a case of non compliance to above, the booking can be cancelled at the discretion of the hotel at any time.
4. Agreement of full & final clearance of the bill before check-out either through cash or card.
5. Any postponement of the booking will be treated as a cancellation & will be governed by the Cancellation Policy.
6. Hotel management retains the right to confirm, cancel, amend or refuse any booking at their discretion, without providing any prior notice to a customer or third party booker.
7. The Hotel Management reserves the right to change or modify any/all rates & inclusion structures for any current or future bookings at any given time. Packages & rates offered to any individual / organization are deemed as confidential & non shareable information & the recipient is prohibited from divulging the information to any other party/ individual/ organization at any time today or in the future.



### **Cancellation Policy:**

1. Once a reservation is confirmed, it may be cancelled free of charge up till 15 days before the date of arrival.
2. Cancellation charges of 25% on the total billing of the room package, will be levied on cancellations made 2 weeks before the date of arrival.
3. 50%, if cancelled 1 week before check in.
4. 100%, if cancelled 3 days before check in.
5. Credit/Debit card cancellations will be charged 5% extra.
6. In case of any cancellation, the service tax of 12.36% (in addition to the minimum 25% cancellation charges of the hotel) will have to be retained as it is to be paid by us to the authorities by the 5th of the next month.