HOTEL REFUND, CANCELLATION & CREDIT POLICY

Effective Date: 23rd March, 2026

This Policy outlines the terms governing confirmed reservations, refunds, rescheduling, uncompleted stay and unused balances. By making a reservation and/or payment, guests agree to the terms set out below.

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1. Reservation Confirmation & Cancellation

All confirmed reservations are considered **final and non-cancellable**.

Guests who are unable to utilize their booking may submit a written request to reschedule their stay. Rescheduling requests are subject to:

1. Room availability
2. Applicable rate differences
3. Management approval

Approval of rescheduling requests is not automatic and will be reviewed on a case-by-case basis.

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2. Refund Eligibility

Refunds are limited and will only be considered where **both** of the following conditions are met:

1. The guest has utilized at least **eighty percent (80%)** of the total reservation value; and
2. A minimum of **forty-eight (48) hours' notice** is provided prior to the intended check-in date or revised check-out date.

Requests that do not meet the above conditions will not qualify for refund consideration.

All refund requests are subject to Management review and written approval.

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3. Unused Balances

Where refund conditions are not satisfied:

1. Unused balances will not be refunded, rather shall be held as credit for a future stay.

Any approved credit:

1. Is subject to availability and prevailing rates at the time of rebooking;
2. Is not exchangeable for cash;
3. May be subject to a validity period determined by the Hotel.

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4. Refund Processing Timeline

Approved refunds will be processed **within forty-five (45) days** from the date of the refund request subject to the hotel's internal procedures and the payment method used.

Refunds will be made through the original payment method where possible. The Hotel is not responsible for:

1. Delays caused by banks or payment service providers;
2. Transaction or processing fees charged by third parties;
3. Currency exchange differences, where applicable.

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5. Exceptional Circumstances

The Hotel shall not be liable for failure to honor refunds, credits, or reservations where such failure results from events beyond its reasonable control, including but not limited to acts of God, government actions, civil unrest, pandemics, natural disasters, or utility disruptions.

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6. Guest Acknowledgement

By confirming a reservation and/or making payment, the Guest acknowledges that:

1. They have read and understood this Refund, Cancellation & Credit Policy;
2. They agree to be bound by its terms;
3. They understand that refund eligibility is limited and subject to stated conditions;
4. Any approved refund or credit remains subject to Management review and internal procedures

Signed:
Management