



CANCELLATION AND NO-SHOW POLICIES

Booking Cancellation:

Any cancellations should be received by the Hotel's reservation department in written form. Late cancellations or no-shows are subject to the following penalties:

- For cancellations within 30 days prior to arrival, the one night's guarantee deposit will be charged
- For cancellations within 7 days prior to arrival or now-shows, 100% of the booked stay will be charged

No-Show:

For reservations guaranteed with a form of payment, rooms are held until the Hotel's check-out time the day following the anticipated arrival.

Early Check-out: Only in case of a guest emergency, with adequate proof, the remainder of the guest's stay will be refunded directly to the Company. The Hotel reserves the right to ask for a full payment of the entire intended stay under all circumstances during critical periods of the year.

ROOM POLICIES

Check-in 2 pm: Check-in time cannot be guaranteed before 2 pm/14:00 hrs

- The Hotel will facilitate, if and when possible, early arrivals (before 2 pm/14:00 hrs)
- Guaranteed early check-in requires a one-night supplement upon booking

Check-out 12 noon: Checkout time is noon (12:00 hrs)

- Late check-out charges will apply for guests vacating rooms after 12:00 hrs (noon)
- Late Check-out supplement charges: until 18:00 hrs: 50% of contracted room rate after 18:00 hrs: one-night supplement

Day Use: Day use rooms are subject to availability. 50% of the regular room rate applies for all extensions between the hours of noon and 18:00 hrs, thereafter, full charges apply.

Maximum Room Occupancy: A maximum of 3 adults OR 2 adults and 2 children is allowed per bedroom.