

Understanding the cancellation policy codes

Cancellation policy codes are written in a certain format. They are usually split into 2 conditions that are a breach of the cancellation policy:

1. Cancellation within **D** days before check in - this will be a breach of the cancellation policy.
2. "No show" - the customer does not cancel, but fails to show at the hotel.

Cancellation charges are applied either in percentage of the entire deal (**P**) or in prices per night (**N**)

General template

{days-before-checkin}**D**{charge}

Examples

"14D100P" - means 100% charge for cancellation within 14 days before check-in.

"14D1N" – means a 1-night charge for cancellation within 14 days before check-in.

Concatenated cases

The hotel can make more severe charges as the cancellation is nearer to the check-in. Example highlighted in red:

"130D1N_45D100P" - cancellation within 130 days before check-in will cost 1 night, 45 days before check-in will cost 100% of the cost.

No show charges template

"No show" charges are optional and might appear in the end of the cancellation code, example highlighted in red:

100D100P_100P - cancellation within 100 days before check-in will be charged 100% of the booking, no show will be charged 100% of the booking.