

Agoda FAQs

Where can I check my booking details and status?

You can always view your booking details and status online by signing in and selecting 'My bookings' from the account menu. If you don't know your sign in details, you can follow the 'My bookings' link in your confirmation email.

Can you resend the booking voucher to me?

Agoda now provides you with a self-service option. Just by clicking on the self-service link provided in your confirmation email, you will be able to resend your booking voucher.

Can I add extra bed/baby cot in my room?

The availability of extra bed/baby cot depends on the property. Additional cost for children, including extra beds, are not included in the reservation price unless stated. Please contact the property directly for this information.

Does the hotel provide airport transfer?

When making a search you can choose 'Hotel/Airport transfer' in the facilities section to help you with your search. Hotels will also provide this information in the 'Useful Information' section on the hotel page displayed on the website. Some rooms come with complimentary airport transfer. If this is the case it will be specified in the room type or will be noted in the grand total on the booking form. Airport transfers are usually subject to a charge. If you would like to arrange airport transfer, please contact the hotel directly.

Is breakfast included in the room rate?

If breakfast is included, it will display 'Breakfast Included' below the room type. If it is not mentioned, the hotel is not including breakfast with this room deal.

Can I choose what type of bed I want?

You can send your special request for a bed type to the property using the self-service option. Please note that all special requests are subject to availability and cannot be guaranteed by Agoda.

I have not received my booking confirmation and cannot locate my booking online.

In most cases, you will receive your booking confirmation (PDF file) by email within 30 minutes of booking completion. If you still haven't received it after that time, please check your junk mail and/or spam folders. You can also view your booking details and status online by signing in and selecting 'My bookings' from the account menu. If you still cannot locate your booking and have not received your booking confirmation after 24 hours, please feel free to contact us.

I would like to submit a 'Best Price Guarantee' claim.

Agoda offers their customers our 'Best Price Guarantee'. If after booking through Agoda you find a better price (that is viewable and bookable) for your same room, dates, and conditions on another website, we will, at our sole discretion, either match that rate or credit the difference in AgodaCash to your Agoda account.

To get the best price guarantee, please collect the following information and send it to us using the email template below:

- Agoda Booking ID
- URL link of the website where you found better rate
- Name of hotel, city and country

- Up to three screenshots of the competitor site in which the room availability, room type, promotion type and room rate are clearly indicated.

(NOTE: You do not need to make an actual booking on the competitor website)

A valid Best Price Guarantee Claim Form must be submitted before 11.59 PM of the day before the check-in day to claim the Best Price Guarantee.

How can I get a booking confirmation sent to a different email address than the one I used to make the booking?

You should have received a booking confirmation email to the email address you provided during your booking process. Additionally, you can find your upcoming, cancelled and completed bookings on the 'My bookings' page.

In case you don't have access to the e-mail address you used to make your booking, please send us an email containing the following information and we will do our best to assist:

- Hotel name
- Check-in / check-out date
- Lead guest name
- Booking creation date
- Phone number

How can I cancel my booking?

You can cancel your booking online on the Agoda website or app. Any cancellation fees are determined by the property and listed in your cancellation policy.

Will I be charged if I cancel my booking?

If you have a free cancellation booking, you won't pay a cancellation fee. If your booking is no longer free to cancel or is non-refundable, you may incur a cancellation fee. Any cancellation fees for a booking is determined by the property.

How do I know if my booking was cancelled?

After you cancel a booking with us, you should receive an email confirming the cancellation. Check your inbox and spam/junk mail folders.

Where can I find the cancellation policy?

When searching for the room, you should be able to find the booking conditions and the cancellation policy along with other room information. You can also find this information on your booking voucher.

When will I get my refund?

Refunds, if applicable, will be processed immediately. From the process/refund date, banks may take up to 30 business days to refund this amount, or until your next billing cycle. The refund should be converted to your local currency by your bank. You can track the progress of your refund in your [Booking Details Page].