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## CANCELLATION & REFUND POLICY

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### Resort Timings:

Check-in Time: 11:00 AM

Check-out Time: 10:00 AM

#### 1. Free Cancellation (Full Refund)

- Cancellations made up to 3 days before check-in are eligible for a 100% refund.
- Taxes and platform fees are non-refundable.

#### 2. Cancellations Between 3 Days – 24 Hours Before Check-in

- Eligible for a 75% refund of the booking amount.
- Taxes and platform fees are non-refundable.
- Weekday Bookings: Guests may request a stay date change (only for weekdays).
- Weekend Bookings (Saturday & Sunday): Stay change is allowed only on weekends, and the new booking must be made within 20 days.
- The stay may be allocated at any partner resort listed on our website (subject to availability).

#### 3. Cancellations Within 24 Hours of Check-in

- No refund will be issued.
- Guests may request a stay date change for a weekday stay only, to be scheduled within the next 20 days.
- The stay may be allocated at any partner resort listed on our website (subject to availability).

#### 4. Price Differences

- If the rebooked stay has a higher tariff, the customer must pay the difference.
- If the booking was originally made for a weekend stay and later changed to a weekday stay, no price difference will be refunded.

## 5. General Terms

- Refunds, where applicable, will be processed within 7–10 business days.
- No-show bookings (where the guest does not check in without cancellation) are strictly non-refundable.
- Peak season and holiday bookings may have stricter policies, which will be mentioned at the time of booking.

