Booking & Cancellation Policy

1. Booking Policy

- **Reservations:** All reservations must be made through our official channels (website form or email).
- **Deposit:** A 50% deposit is required at the time of booking to confirm your reservation.
- **Confirmation:** Bookings are confirmed once the deposit has been received and a confirmation email has been sent to the guest.
- **Payment:** The remaining balance must be paid at least 1 month prior to the check-in date.

2. Cancellation Policy

- **Cancellations made 30 days or more** before the arrival date: **Full refund** of the deposit.
- **Cancellations made 30 days or less** before arrival date or in the event of a **no-show**: The full booking amount will be charged.
- **Non-Refundable Bookings:** For discounted or promotional offers, the total amount will be charged at the time of booking and cannot be refunded in case of cancellation or modification.

3. Amendments and Date Changes

- Guests may request a change to their reservation up to **7 days** before their scheduled arrival, subject to room availability and rate differences.
- Any modifications made after this period may incur additional charges.

4. Early Departure

- Guests who check out earlier than their confirmed departure date will be charged for the **full amount**.

5. Refunds

- Approved refunds will be processed to the original payment method within **15 business days**.
- Please note that transaction fees or bank charges are non-refundable.

6. No-Show Policy

- Guests who do not arrive on the scheduled date without prior notice will be charged the **full amount**.
- We reserve the right to release the room after the first night of no-show unless otherwise arranged.

7. Force Majeure

- We shall not be held responsible for cancellations, delays, or modifications caused by circumstances beyond our control, including natural disasters, government regulations, or public health emergencies.

8. Contact Information

For cancellations or booking changes, please contact us directly at pavlianiaesthesis@gmail.com