



## Booking Cancellation, Non-Attendance and No Show Policy

**All deposits are non-refundable.**

Once the booking has been confirmed with the transfer of funds to cover fifty percent (50%) of the total accommodation fee all deposits are non-refundable.

### ***Cancellations:***

Once the booking has been confirmed, all deposits are non-refundable. Cancellations within 90 days of the secured booking dates require a seventy-five percent (75%) payment of the rates quoted. Cancellations within 60 days of the secured booking dates require a full one hundred percent (100%) payment of the rates quoted. If the payment has been made by bank transfer, an invoice will be forwarded for payment to the party involved. If the deposit payment is made by credit card, the credit card authorisation that is on file will be charged for the remaining balance and an invoice receipt will be forwarded to the party involved.

### ***Partial Non-Attendance:***

In the event of a guest not arriving at the villas at the agreed date and time of check in, but the guests arrive at a time and date other than the originally agreed check in time and date but within the booked schedule of dates all booked days of accommodation must be paid for in full.

### ***No Show:***

If for any reason the guest has made a booking but does not arrive at the villas during the booked schedule of dates all deposits are non-refundable and full payment for the accommodation will be processed either by forwarded invoice or by the credit card authorisation that is on file with an invoice receipt being forwarded to the involved party.

### ***Alterations To This Policy:***

Due to circumstances beyond the control of PT. Sienna Villas or an instance of force majeure, this policy may be altered or changed at the sole discretion of the management of PT. Sienna Villas.

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