

定金 & 取消政策条款

有效期: 2024 年 4 月 1 日 - 2025 年 3 月 31 日

FIT 预定 (1 - 5 间房间 · 预定时需要提供姓名 · 更改客人名单将收取费用。)

定金 & 付款

- 预定时需支付 100% 的费用。

取消 & 更改 (标准价格)

- 入住前 14 天之外, 免费取消或更改。
- 入住前 14 天内取消或更改, 按合同预订总价收取 20% 取消费。
- 入住前 7 天内取消或更改, 客人没出现或提前离开, 按合同预订总价收取全额 100% 费用。

取消 & 更改 (折扣价格)

- 入住前 7 天外取消或更改, 按合同预订总价收取 20% 取消费。
- 入住前 7 天内取消或更改, 客人没出现或提前离开, 按合同预订总价收取全额 100% 费用。

圣诞节假日取消 & 更改 (2024. 12. 20 - 2025. 1. 11)

- 在入住前 60 天 (含 60 天) 取消, 按合同预订总价收取 20% 取消费。
- 在入住前 60 天内取消, 按合同预订总价收取全额 100% 费用。

农历新年取消 & 更改 (2025. 1. 25 - 2025. 2. 3)

- 1 - 5 间珊瑚景酒店与棕榈平房; 以及 1 - 3 间 qualia 与海滨俱乐部的预定, 适用于标准取消 & 更改政策。
- 4 - 5 间 qualia 与海滨俱乐部的预定, 可能会有稍严格取消 & 更改政策, 请单询预订部。

GIT 团队 (6 - 19 间房间 · 预定时不需要提供客人名单。)

定金 & 付款

- 预定 14 天内需支付订单全额 20% 定金。
- 余款需在入住前 28 日之前支付。

取消 & 更改

淡季

- 入住前 21 天之外, 免费取消或更改。
- 入住前 21 天内取消或更改, 按合同预订总价收取 20% 取消费。
- 入住前 14 天内取消或更改, 客人没出现或提前离开, 按合同预订总价收取全额 100% 费用。

旺季

- 入住前 28 天之外, 免费取消或更改。
- 入住前 28 天内取消或更改, 按合同预订总价收取 20% 取消费。
- 入住前 21 天内取消或更改, 客人没出现或提前离开, 按合同预订总价收取全额 100% 费用。

名单

- 入住前 28 天前提供最终名单与进出航班信息。

农历新年政策 (2025. 1. 25 - 2025. 2. 3)

- 2024 年 11 月 1 日之前支付订单全额 20% 定金。
- 2024 年 12 月 13 日之前支付全额房费。
- 在入住前 35 天外, 免费取消或更改。
- 入住前 35 天内取消或更改, 按合同价收取订单全额 20% 违约金。
- 入住前 28 天内取消或更改, 客人没出现或提前离开, 按合同价收取全额费用。

* 某些日期可能会要求最短入住天数

* 仅供参考, 具体政策请参照预定时给到的具体时间, 可能会有较为严格的政策

Deposit & Cancellation Policy

Validity: 1st April 2024 to 31st March 2025

FIT Bookings (1 - 5 rooms, Names required upon booking, Name change chargeable.)

Deposit & Payment

- 100% full payment is required at time of booking.

Cancellation Policy (Standard Rate)

- Cancellations or amendments received outside of 14 days prior to arrival will not incur a cancellation fee.
- Cancellations or amendments received within 14 days of arrival will be subject to a cancellation fee of 20% of the total booking value at the contracted rate.
- Cancellations or amendments received within 7 days of arrival, 'No Shows' and/ or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value at the contracted rate.

Cancellation Policy (Saver Rate)

- Cancellations and amendments received outside of 7 days of arrival date will be subject to a cancellation fee of 20% of the total booking value.
- Cancellations and amendments received within 7 days of arrival date, 'No Shows' and/ or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.

Festive Season Cancellation Policy (booking incorporating 20 December 2024 – 11 January 2025)

- Cancellations received up to and including 60 days of arrival will be subject to a cancellation fee of 20% of the total booking value at the contracted rate.
- Cancellations received within 60 days of travel will be subject to a cancellation fee of 100% of the total booking value at the contracted rate.

Chinese New Year Cancellation Policy (bookings incorporating 25 January – 03 February 2025)

- For 1 – 5 rooms of Reef View Hotel and Palm Bungalows booking; and 1 – 3 rooms of qualia and Beach Club booking, please refer to standard cancellation policy.
- For 4 – 5 rooms of qualia and Beach Club booking, stricter policy may apply, please inquire Asia Reservation team.

GIT Bookings (6 - 19 rooms, Names not required upon booking.)

Deposit & Payment

- A deposit of 20% of the booking value is due within 14 days of confirming a group booking.
- Full payment is required no later than 28 days prior to check-in.

Cancellation Policy

Low Season

- Cancellations or amendments received outside of 21 days prior to arrival will not incur a cancellation fee.
- Cancellations or amendments received up to and including 21 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value.
- Cancellations or amendments received from within 14 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.

High Season

- Cancellations or amendments received outside of 28 days prior to arrival will not incur a cancellation fee.
- Cancellations or amendments received up to and including 28 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value.
- Cancellations or amendments received from within 21 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.

Room List:

- Final Rooming list, and arrival/departure details are to be finalised and cross checked 28 days prior to the group arrival date using the provided rooming list template.

Chinese New Year Policy (bookings incorporating 25 January – 03 February 2025)

- A deposit of 20% of the booking value is due before Friday, 01 November 2024.
- Full payment is required no later than Friday, 13 December 2024.
- Cancellations or amendments received outside of 35 days prior to arrival will not incur a cancellation fee.
- Cancellations or amendments received up to and including 35 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value.
- Cancellations or amendments received from within 28 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.

* Please note minimum length of stay restrictions may apply.

*Separate policy will be advised upon booking process.