

Cancellation policy

Guest's Right to Terminate the Accommodation Contract

The Guest is entitled to cancel the Accommodation Contract by notifying our Hotel.

1. After a reservation is confirmed, cancellation fees will be charged according to our accommodation terms and conditions.
2. The cancellation fee rates are as outlined in the table below.
3. If there is no notice of cancellation and the guest has not arrived by 8:00 PM on the day of the stay (or two hours after the specified arrival time if it was provided in advance), the reservation may be treated as canceled.

Contracted Number of Guests	Date when notice of Contract cancellation is Noticed		Accommodation day	One day before	2 days before	3days before	5 days before	6 to 7 days before	8 to 14 days before	15 to 30 days before
	No Show									
1 to 14	100%	100%	100%	50%	30%	30%				
15 to 30	100%	100%	100%	50%	30%	30%	30%			
31 to 99	100%	100%	100%	80%	50%	30%	30%	30%	10%	
100 or more	100%	100%	100%	80%	50%	50%	30%	30%	15%	10%

Remarks:

1. The percentages signifies the cancellation charge to the Basic Accommodation Charges.
2. When the number of days contracted is shortened, the cancellation charge for the first day of the cancelled period shall be paid by Guest regardless of the number of days shortened.
3. In the event of cancellation of a contract for a part of a group (15 or more persons), 10% of the number of persons staying at our Hotel 10 days prior to the date of stay (or the date of acceptance if the application is accepted after that date) (any fractional number will be rounded up) will not be subject to a penalty.
4. Additionally, our Hotel may set different cancellation fees from those specified above for accommodation packages planned by our Hotel or for specific groups.