

REFUND POLICY

When paying by card, refunds in cash are not permitted.

The procedure for refunds is governed by the rules of the applicable international payment systems. In the event of a reservation cancellation, refunds are issued in accordance with the tariff rules. To receive a refund to a bank card, you must complete a "Refund Request Form," which will be sent by the Company to your email address upon request, and submit it together with a copy of your passport to the hotel address shown on the payment page. Refunds to a bank card will be processed within 21 business days from the date the Company receives the "Refund Request Form."

To request a refund for transactions made in error, you must submit a written statement together with a copy of your passport and copies of receipts/tickets proving the erroneous charge. This statement must be sent to the hotel address shown on the payment page. The refund amount will equal the purchase amount. The period for consideration of the Request and for issuing the refund begins on the date the Company receives the Request and is calculated in business days, excluding public holidays/weekend days.