

定金 & 取消政策條款

有效期: 2024 年 4 月 1 日 - 2025 年 3 月 31 日

FIT 預定 (1 - 5 間房間 · 預定時需要提供姓名 · 更改客人名單將收取費用。)

定金 & 付款

- 預定時需支付 100% 的費用。

取消 & 更改 (標準價格)

- 入住前 14 天之外, 免費取消或更改。
- 入住前 14 天內取消或更改, 按契約預訂總價收取 20% 取消費。
- 入住前 7 天內取消或更改, 客人沒出現或提前離開, 按契約預訂總價收取全額 100% 費用。

取消 & 更改 (折扣價格)

- 入住前 7 天外取消或更改, 按契約預訂總價收取 20% 取消費。
- 入住前 7 天內取消或更改, 客人沒出現或提前離開, 按契約預訂總價收取全額 100% 費用。

耶誕節假日取消 & 更改 (2024. 12. 20 – 2025. 1. 11)

- 在入住前 60 天 (含 60 天) 取消, 按契約預訂總價收取 20% 取消費。
- 在入住前 60 天內取消, 按契約預訂總價收取全額 100% 費用。

農曆新年取消 & 更改 (2025. 1. 25 - 2025. 2. 3)

- 1 – 5 間珊瑚礁景飯店與棕櫚平房; 以及 1 – 3 間qualia與海濱俱樂部的預定, 適用於標準取消 & 更改政策。
- 4 – 5 間 qualia 與海濱俱樂部的預定, 可能會有稍嚴格取消&更改政策, 請單詢預訂部。

GIT 團隊 (6 - 19 間房間 · 預定時不需要提供客人名單。)

定金 & 付款

- 預定 14 天內需支付訂單全額 20% 定金。
- 餘款需在入住前 28 天之前支付。

取消 & 更改

淡季

- 入住前 21 天之外, 免費取消或更改。
- 入住前 21 天內取消或更改, 按契約預訂總價收取 20% 取消費。
- 入住前 14 天內取消或更改, 客人沒出現或提前離開, 按契約預訂總價收取全額 100% 費用。

旺季

- 入住前 28 天之外, 免費取消或更改。
- 入住前 28 天內取消或更改, 按契約預訂總價收取 20% 取消費。
- 入住前 21 天內取消或更改, 客人沒出現或提前離開, 按契約預訂總價收取全額 100% 費用。

名單

- 入住前 28 天前提供最終名單與進出班機資訊。

農曆新年政策 (2025. 1. 25 - 2025. 2. 3)

- 2024 年 11 月 1 日之前支付訂單全額 20% 定金。
- 2024 年 12 月 13 日之前支付全額房費。
- 在入住前 35 天外, 免費取消或更改。
- 入住前 35 天內取消或更改, 按契約價收取訂單全額 20% 違約金。
- 入住前 28 天內取消或更改, 客人沒出現或提前離開, 按契約價收取全額費用。

* 某些日期可能會要求最短入住天數

* 僅供參考, 具體政策請參照預定時給到的具體時間, 取決於房態及日期, 可能會有較為嚴格的政策

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.