

定金 & 取消政策條款

有效期: 2026 年 4 月 1 日 - 2027 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 (2026. 12. 20 – 2027. 1. 9)

- 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 (2027. 2. 5 - 2027. 2. 14)

- 1 – 5 間珊瑚礁飯店與棕櫚平房; 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 (2027. 2. 5 - 2027. 2. 14)

- 2026 年 11 月 10 日之前支付訂單全額 20% 定金。
- 2026 年 12 月 15 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 2026 to 31st March 2027

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 2026 – 9 January 2027)

- 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 5 – 14 February 2027)

- 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 5 – 14 February 2027)

- A deposit of 20% of the booking value is due before Tuesday, 10 November 2026.
- Full payment is required no later than Tuesday, 15 December 2026.
- 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.