

Individual Travelers

General payment policy:

By confirmation of a reservation we need a 50% deposit the total revenue before the deadline option, or the reservation will fall automatically.

30 Days prior to arrival we need the final payment of the remaining 50% of the total revenue.

General cancellation policy:

- Until **30 days** prior to arrival – no cancellation charge
- Between **29 - 15 days** prior to arrival – 25% charge of the total revenue.
- Between **14 - 11 days** prior to arrival – 50 % charge of the total revenue.
- Between **10 - 00 days** prior to arrival – 100% charge of the total revenue.
- Air tickets **100% Charge** for flights cancellations.

Reimbursements:

We do not reimburse in cash. We issued as a credit note valid for 1 year since the cancellation date.

Groups & Incentives

General payment policy:

By confirmation of a reservation we need a 30% deposit the total revenue before the deadline option, or the reservation will fall automatically.

180 Days prior to arrival we need a prepayment of 20% of the total revenue.

90 Days prior to arrival we need a prepayment of 25% of the total revenue.

45 Days prior to arrival we need a prepayment of 25% of the total revenue.

General cancellation policy:

- **180 days** prior to arrival – no cancellation charge if the cancellations are less than the 50% of the total revenue. By cancellations of more than 50% the charge will be 25% of the total revenue.
- Between **89 – 45 days** prior to arrival – 50% charge of the total revenue for every cancellation.
- Between **44 – 30 days** prior to arrival – 100% charge of the total revenue for every cancellation.

Reimbursements:

We do not reimburse in cash. We issued as a credit note valid for 1 year since the cancellation date.