

CANCELLATION AND REFUND

All cancellations must be intimated to our head office on phone followed by a written confirmation via email or fax. Telephonic cancellation will not be accepted as 'cancellation request'. Cancellations for the independent/individual room services should be made with a notice of not less than 7-15 days (According to Situation). The cancellation in case of group booking should be made at least 30 days prior to the date of commencement of the stay. Please Note:

Amount will be refunded through Electronic Transfer or by the card (Debit/Credit).

Refund of amount will initiate after deducting the applicable cancellation Charges and service charge and both will be settled within 7 to 10 days of the day of cancellation request approved by Hotel Vilas.