

Sabana Beach Resort – Cancellation policy

Dear guest,

We realize that sometimes plans change. In order to be fair to other prospective guests and to avoid unnecessary charges, please abide to the following cancellation policy which is applicable once your booking has been confirmed (by advance payment of full amount).

General rules for all bookings

Cancellations should be done by 2 p.m. local time.

Standard bookings

The table below describes the cancellation rules for standard bookings. For group bookings refer to the specific section.

Cancellation days before scheduled arrival date	Applicable refund for individual days included in the booking				
	1 st Day	2 nd Day	3 rd Day	4 th Day	5 th Day onwards
4 days or more	Full	Full	Full	Full	Full
3 days	90%	Full	Full	Full	Full
2 days	60%	90%	Full	Full	Full
1 day	30%	60%	90%	Full	Full
Same day	None	30%	60%	90%	Full
All other cases	None	None	None	None	None

For example: if you have booked for 3 days (Friday, Saturday, Sunday) then to get a full refund on all 3 days you need to cancel your booking before Monday 2 p.m. local time. If you cancel your booking after 2 p.m. and before Tuesday 2 p.m. (meaning cancellation occurred 3 days before schedule arrival date) you will be entitled to a 90% refund for the 1st Day (Friday) and full refund for the 2nd and 3rd day (Saturday and Sunday).

Group Bookings

For groups bookings cancellation rules will be agreed on, prior to confirmation, based on the specific reservation and services requested.

General Note

In the unfortunate case where you may have incurred in charges due to late cancellation, we will however do our best to re-let your accommodation and if successful, we will refund the full amount for those days in which your accommodation was re-let.

Changes or cancellations are only accepted by telephone.
Please call our reception desk at one of the following numbers:

046 – 1191181 or 046 – 1191466/67

Sabana Beach Resort is not responsible for weather conditions, personal emergencies or other situations that may impede you from reaching the resort.