

REFUND POLICY

Last updated: 02 August 2021

Refund for Cancellation of Booking

1. Cancellation of booking prior to 48 hours of arrival/check-in date, full refund of booking amount after deduction of administrative fees
2. Cancellation within 48 hours of arrival/check-in date, balance of amount will be refunded after deduction of amount equivalent to 1 day of quarantine stay, and any processing or administrative fees if applicable

Refund Timeframe

The duration of refund will depend on the nature of your request and payment method.

The refund process is different for each payment method used:

- Credit/debit card payments, the amount will be refunded the same card within 14 business days
- Internet banking transfer, the amount will be refunded to your bank account within 14 business days

Others

1. All decisions made by us is final.
2. We further reserve the right to impose and introduce any other terms and conditions from time to time to govern this Refund Policy as we deem fit.
3. This Refund Policy shall be construed and read as an integral part of the General Terms and Conditions. In the event of discrepancy, the General Terms and Conditions shall supersede save for matters as addressed herein which this Refund and Return Policy shall prevail.