

CANCELLATION POLICY

Sometimes plans fall through.

- Cancellations can be made by sending an email to fom@mirasolwaterpark.in for **Mirasol Resort** & fom@hotelmiramar.in for **Hotel Miramar**, quoting the online booking confirmation statement, in the email.
- Cancellations will not be accepted over Phone.

Please read the cancellation terms and details given below carefully :

- Please be informed that all bookings need to be cancelled within the valid cancellation timeframe in order to avoid penalties.
- Please note that it is not possible to cancel an online reservation made on a special promotional offer. Online bookings on discounted rates for promotional offers are Non-Cancellable/ Non-Changeable and Non-Refundable.
- **If you cancel the reservation :**
 - 30 days preceding : 100% advance paid
 - If a booking is cancelled before 45 days of arrival, there will be 25% cancellation charge.
 - If a booking is cancelled before 16 days and within 30 days of arrival, there will be 1 night retention charges.
 - If a booking is cancelled within 15 days of arrival there will be 100% cancellation charges.
- A no-show will be considered a cancellation. That is, if for whatever reason, check-in to **Mirasol Resorts / Hotel Miramar**, Daman is not done on the arrival date stated in the booking confirmation email; **Mirasol Resorts / Hotel Miramar**, Daman will charge for one night's accommodation without prior warning. The stay is guaranteed for the entire duration and any check-out before the requested departure date will be charged in full.
- Only the above mentioned cancellation procedures will be entertained. The Resort will not be liable to entertain any cancellation requests made through any other

medium including, but not limited to, SMS and other media; even if the request is sent before the valid cancellation timeframe expires.

- Should the cancellation not be made accordingly, **Mirasol Resorts / Hotel Miramar**, Daman is not to be held responsible for eventual penalties charged to the credit card.
- On cancellation, the money will be credited to the same account used while making the booking. For example, if a credit card was used, the appropriate charge reversal will be made. If a debit card was used, the money will be credited back to the debit card.
- The refund will be processed within 4 working days from the date of the cancellation request. Depending on the bank, the refund may take slightly longer to reflect in the account statement. Usually this may take about 14 working days or more for refunds to hit their respective accounts.

Thanking You,

Mirasol Resort