



## VILLA TOKARA

BOUTIQUE HOTEL

### **Booking & Cancellation**

Last updated: August 28, 2023

### **Payment Policy**

To ensure your reservation at Villa Tokara, we kindly request a prepayment of the full reservation amount within 7 days prior to your scheduled arrival date.

Please be advised that a 5% service charge will be applied to the total price of your reservation.

### **Cancellation Policy**

We understand that plans can change unexpectedly, and we want to accommodate your needs as best as we can.

If you wish to cancel your reservation, you can do so free of charge up to 7 days before your scheduled arrival date. In this case, your prepayment will be fully refunded, minus any applicable service charges.

However, if you find it necessary to cancel within 7 days of your expected arrival, the total reservation amount, including the service charges, will be non-refundable.

We encourage you to inform us of any changes to your plans as soon as possible so that we can best assist you during this time.

In the event of a "no-show" where a guest does not arrive on the scheduled arrival date without prior notice, the total reservation amount will also be charged, including the service charges.

### **Booking Policy**

#### **Reservation and Confirmation**

- 1.To make a reservation, you can use our online booking system, contact our reservations team via email at [info@villatokara.com](mailto:info@villatokara.com), or call us at +599 9 687 1028.
- 2.Once your reservation request is received, we will check the availability of your chosen accommodation and dates.
- 3.A reservation confirmation is sent to you once availability is confirmed and all necessary details are collected.

#### **Check-In and Check-Out**

- 1.Check-in time starts at 15:00 PM, and check-out time is at 11:00 AM.
- 2.Early check-in and late check-out requests will be accommodated when possible, subject to availability and additional charges.

By making a reservation at Villa Tokara, you acknowledge and agree to the above payment and cancellation policies.