

## **Cancellation policy**

Cancellations must be made in writing (email or letter) and must be dated. The customer can't derive any rights from a verbal cancellation. In case of a no-show, guests will be obligated to pay the total reservation price.

### **Group cancellations**

A group reservation is a reservation with a minimum of 10 people.

The cancellation of group reservations of 10 or more guests is subject to the following conditions. Groups may cancel 10% of the total capacity up to 7 days prior to arrival free of charge.

No cancellation fee will be charged if cancelled 12 months or more before arrival date.

In case of a cancellation of a complete group, ore more than 10% of the total capacity, a cancellation fee will be charged.

- If cancelled within 12 to 6 months before arrival date, 20% of the agreed reservation value will be charged.
- If cancelled within 4 to 6 months before arrival date, 30% of the agreed reservation value will be charged.
- If cancelled within 2 to 4 months before arrival date, 50% of the agreed reservation value will be charged.
- If cancelled within 1 to 2 months before arrival date, 75% of the agreed reservation value will be charged.
- If cancelled within 2 days to 1 month before arrival date, 95% of the agreed reservation value will be charged.
- If cancelled one day before or on the day of arrival, 100% of the agreed reservation value will be charged.

### **Use by third parties**

If the group wishes to cancel, but wants to replace it by another group in the same period, this can only be done after consultation and written permission from Harba Lorifa. In that case, the cancellation costs apply to that part that may be lower than the original reservation value.

**Postpone stay**

If the group wishes to postpone the stay up to 9 months after the booked arrival date, this can only be done after consultation and written permission from Harba Lorifa and of course based on availability. The cancellation costs will lapse. Any price increase that has taken place in the interim period is at the expense of the group.

**Cancellation for reservations up to 9 people**

In case of cancellation up to 10:00 am on the day of arrival, no cancellation fee will be charged.

In case of cancellation after 10:00 am on the day of arrival, the guests will be charged 100% of the reservation value.