

Cancellation & Refund Policy – Zenia Hospitality

At Zenia Hospitality, we strive to provide our guests with a seamless and comfortable experience. We understand that travel plans may change, and therefore we have designed a transparent cancellation and refund policy to ensure fairness for both our guests and our property partners.

1. General Cancellation Policy

- Cancellations made **7 days or more prior to the check-in date** will be eligible for a **100% refund** of the booking amount.
- Cancellations made **between 4 to 6 days prior to check-in** will be eligible for a **50% refund** of the booking amount.
- Cancellations made **within 3 days of check-in or in case of no-show** will not be eligible for any refund.

2. Early Check-Out

- If a guest chooses to check out before the reserved date, unused nights will not be eligible for a refund.

3. Non-Refundable Bookings

- Some special offers, promotions, or discounted bookings may be classified as **non-refundable**. Such bookings will not be eligible for cancellation or refund under any circumstances.

4. Modification of Booking

- Date modifications are subject to availability and may attract additional charges depending on seasonal rates.
- In case the modified booking amount is lower, the difference will not be refunded.

5. Refund Process

- Approved refunds will be processed within **7–10 business days** from the date of cancellation confirmation.

- Refunds will be credited to the original payment method used during booking.
- Transaction fees charged by payment gateways or banks (if any) are non-refundable.

6. Cancellation by Zenia Hospitality


- In rare cases of unforeseen circumstances (such as maintenance issues, overbooking, or government restrictions), Zenia Hospitality reserves the right to cancel a reservation.
- Guests will be notified at the earliest and offered either a **full refund** or an **alternative accommodation** of a similar standard.

7. No-Show Policy

- Guests who do not arrive on the check-in date without prior intimation will be treated as a **no-show**, and the booking will be non-refundable.

8. Group Bookings & Long Stays

- For group reservations or stays longer than 14 days, a customized cancellation and refund policy may apply. Details will be shared at the time of booking.

 *Note: This policy is subject to change at the discretion of Zenia Hospitality. Guests are advised to review the policy before making a booking.*