

### Refund policy

Refund can be done according to policies applied to your reservation and described at our public page in part of rate description.

If you cancel your reservation within free of charge period then you must contact your bank to inform them about cancellation of the transaction.

If you lost a card that had been used for prepayment or if you can not provide it, then please contact your bank to inform them about cancellation of prepayment transaction.

If the card, used for prepayment, does not suit for slip (mechanical imprint of a card on a layered form), then we consider prepayment is not done, and you must contact your bank to inform them about cancellation of prepayment transaction.

Some reservations are non-refundable.

Your refund will be processed to your original method(s) of payment.

We may take up to 30 labor days to process your refund.

Once your refund is processed, your financial institution may take up to 7 days to post the credit to your account, and up to 2 billing cycles to show the credit on your statement.

If you cancel a non-refundable booking, or cancel your booking after the cancellation deadline, you are not eligible for a refund, regardless of payment method used.