

Sunnymead Estate

RESIDENCE-STYLE LODGING

SUNNYMEAD CANCELLATION POLICY

TIME FOR CANCELLATION

More than 14 days prior to check-in date	Credit note for 100% of the booking amount to be adjusted against future bookings.
Between 14 to 7 days prior to check-in date	25% deduction and credit note for 75% of the booking amount will be issued which may be adjusted against future bookings.
Between 7 to 2 days prior to check-in date	50% deduction and credit note for 50% of the booking amount will be issued which may be adjusted against future bookings.

PEAK DATES CANCELLATION POLICY : Please refer to our yearly peak date calendar for specific dates

Up to 14 days prior to check-in date	Credit note for 80% of the booking amount to be adjusted against future bookings.
All other cases	Booking will be cancelled as a whole and the entire amount will be non-refundable irrespective of the time when the booking is cancelled.
In case of partial payment	No refund.

NON- REFUNDABLE CHARGES IN ALL CASES

- In case of any cancellation under any policy, convenience charges and payment gateway charges are non-refundable.
- GST will be charged on the cancellation fee.

FUTURE CREDIT NOTE

- The validity of a Future Credit Note (FCN) expires 6 months from the original date of check-in unless a longer expiration date is specified in writing at the time of issue.
- If a stay at Sunnymead Estate is booked using an FCN, the stay must be before the credit's expiration date.
- If the reservation is rescheduled and the updated reservation costs more than the original one, the difference between the original and updated tariffs will need to be paid before the credit note can be utilized.
- Future credit notes may be transferred to another guest. Please validate the transfer by mailing us at sunnymeadshimla@gmail.com.
- If a stay is booked using an FCN and the reservation is subsequently cancelled, our standard cancellation policies apply.

OTHER TERMS & CONDITIONS

- Sunnymead Estate reserves the right to cancel a booking and offer either an FCN with a 6-month validity or a full refund for the total amount paid, at their discretion.
- In case of any cancellation at the time of check-in or after the check-in, any refund of the accommodation fee and cleaning fee will be decided and settled as considered appropriate.
- Standard check-in time is 2.00 pm and check-out time is 11.00 am.**
- In case guests wish to avail a further extended checkout or early check-in, charges are applicable depending on the availability of the home.
- It is at the discretion of Sunnymead Estate, whether to offer early check-in or late check-out.