



BOOKING & CANCELLATION POLICY

1. General Policy

The Booking & Cancellation Policy at **MerPerle Resorts & Hotels** may vary depending on the period, promotional offers, room types, or specific rate conditions.

Detailed terms will be provided during the booking process and confirmed in the official booking confirmation (applicable for both online and offline reservations).

2. Booking Policy

- Guests must provide complete and accurate information when making a reservation
- Certain bookings may require a deposit or full prepayment to secure the reservation
- A booking is confirmed only upon receiving an official confirmation from the system or reservation team

3. Cancellation & Amendment Policy

- Cancellation and amendment policies depend on the specific conditions of each booking at the time of confirmation
- Depending on the period (peak season, holidays, promotions), conditions may include:
 - Free cancellation within a specified timeframe
 - Cancellation fees after the deadline
 - Non-refundable conditions for promotional rates
- Any changes (stay dates, room type, number of guests, etc.) are subject to availability and may incur additional charges

4. No-show Policy

- Failure to check in without prior notice will be considered a no-show
- A no-show fee of up to 100% of the booking value may apply depending on the booking conditions

5. Refund Policy

- Refunds (if applicable) are processed according to the conditions of each booking
- Processing time depends on the payment method and the policies of banks/payment providers

6. Special Periods

During peak periods such as public holidays or major events, stricter policies may apply (non-refundable, non-cancellable, full prepayment required)

7. Contact Information

For any inquiries, please contact:

 Email: sales@merperle.vn

Disclaimer:

Prices are subject to change at the time of booking without prior notice.