

Cancellation

- Reservation cancellation made up to 02:00 PM – 2 days (48 hours) prior to the date of arrival, to be exempt from the cancellation (Retention) charge.
- 100% retention will be charged on reserved room rate if it is cancelled after 2.00 PM – 2 days (48 hours) prior from the date of arrival.
- Reservation of 10 rooms or more shall be treated as group booking.
- Cancellation of group booking 30 days prior to arrival, to be exempt from the cancellation (Retention) charge.
- Group booking cancelled after 30 days and before 2 days (48 hours) prior to the date of arrival, will be charged 50% retention of the reserved room nights.
- Group booking cancelled after 2 days (48 hours) prior to arrival will be charged 100% of the reserved room nights.
- The group booking can however be postponed once during the same calendar year, with no retention charges, subject to room availability.
- Any increase or decrease in room reservation for group booking will only be permissible after approval of CITCO Management.
- All No shows will also attract 100% retention charges.
- Check-in time is 2 PM and check out time is 12.00 Noon.
- All refunds will be processed within a period of one month and the mode of payment is cheque / fund transfer.