



CANCELLATION AND REFUND POLICY BEACH HOUSE HOSTEL

- In case of cancellations up to 21 days before the arrival date, no charge will be made. The value of the deposit will be refunded.

- In case of cancellations 20 days or less before the date of arrival, the value of the deposit will be charged. However, the client also has the option to modify the date of their reservation, WITHOUT ANY PENALTIES as long as he contacts us by phone or e-mail AT LEAST 5 DAYS BEFORE THE ORIGINAL DATE OF ARRIVAL.

SCHEDULED YOUR RESERVATION, so that we can make the appropriate changes. All cancellations or modifications must be confirmed by Hostel via email in order to be considered valid. *Subject to availability.

The new reservation date must not exceed 3 months after the date originally reserved. And may not be changed more than once. All changes and prices are subject to availability. Check with the Hostel to see if there are rooms available for the date you are interested in. All reservations that HAVE NOT BEEN CANCELED IN ADVANCE (NO SHOWS) will be subject to a charge equivalent to 100% of the deposit WITHOUT THE RIGHT TO CHANGE THE DATE OF YOUR RESERVATION.

CANCELLATIONS CAUSED BY FORCE MAJEURE SITUATIONS:

We will consider reasons of force majeure and regardless of the date of cancellation:

- Airport closures for attempted terrorism or for prevention and control of epidemics and/or pandemics, including airport closures for COVID 19.
- Extraordinary health situations such as: Serious illnesses that make it impossible to perform the reserved service or death of members of the reserve.

For the above cases we will request the documents of proof to support the cancellation. In these cases we will do our best to generate the refund of the total amount paid in the shortest time possible.

Hostel Beach House, will not make refunds for reasons other than those mentioned above.

Example: cancellations or problems of clients with visas, lack of vaccinations, expiration of travel insurance, flight cancellations for reasons other than those stated above.

- A refund will only be made in the following cases:
 - When a charge has been made in excess of the charge corresponding to the type of room the guest has reserved.
 - When, in accordance with Hostel Beach House's Cancellation Policy, the guest is entitled to receive a refund.
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- All refunds will be made exclusively by bank deposit or wire transfer directly to the customer's account. NO CASH REFUNDS WILL BE MADE.



- Once we receive your request, we will reimburse you the refund amount within a maximum of 8 calendar days from the date of your request. We will do it by bank consignment to the holder of the reservation