



POLICY ON MODIFICATION, CANCELLATION OR NO SHOW

This policy is written clearly on the booking interface when you proceed your reservation. We kindly request you to read it carefully before confirming at the final step(s)

POLICY ON REFUND

The refund(s) as said in POLICY ON MODIFICATION, CANCELLATION OR NO SHOW can be proceeded within 3-7 working days. The time you can receive your refund depends on the process made by your bank where you open your card account. Refund(s) may/might incur relevant fee arising.

OPTION 1:

Cancellation Policy:

Cancel 14 days prior to arrival: Free of charge.

Cancel 7 days prior to arrival: the first night of the whole booking will be charged

Cancel 3 days prior to arrival or no-show: 100% of the whole booking will be charged.

General Terms & Conditions:

1. Room rate is quoted per room per night, including buffet breakfast for:
 - 02 persons in Tropical Deluxe Bungalow, Romantic Bungalow, Forestal Deluxe and Executive Suite
 - 03 person in Premier Family
 - 06 adults in Family Suite 3 bedrooms
 - 08 adults in Family Suite 4 bedrooms
2. Extra bed at VND 1,386,000 net/night can be set up in each room for an additional adult including breakfast. Maximum adult for each room is 1 (one)
3. Children incur a surcharge for buffet breakfast as follows:
 - 0-4: free buffet breakfast and sharing bed with parents



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- 5-10: VND 400,000 net/person and sharing bed with parents
 - 11 years-upwards: extra bed should be taken and charged
4. Capacity for children lodging
- 02 children under 10 years for below room types: Tropical Deluxe Bungalow, Romantic Bungalow, Forestal Deluxe and Executive Suite
 - 02 children under 10 years for Premier Family.
 - 03 children under 10 years for Family Suite 3 bedrooms
 - 04 children under 10 years for Family Suite 4 bedrooms
5. Compulsory Gala Dinner on 24th & 31st Dec: VND 1,966,000 net per adult, VND 1,381,000 per children from 5 to under 10 years old and paid at the resort. Children 11 years upward are considered as adult. Free for children 0-4 years old
6. Rates are subject to availability and can be changed without prior notice.
7. Rates are not in conjunction with any other promotion at time of reservation.
8. A valid and sufficient credit card is required to guarantee the reservation. The hotel reserves the right to charge on provided credit card 100% of total booking amount at the time of reservation.

OPTION 2

Cancellation Policy:

This booking is Non-Refundable and cannot be amended or modified. Failure to arrive at your hotel will be treated as a No-Show and no refund will be given.

General Terms & Conditions:

1. Room rate is quoted per room per night, including buffet breakfast for:
 - 02 persons in Tropical Deluxe Bungalow, Romantic Bungalow, Forestal Deluxe and Executive Suite
 - 03 person in Premier Family



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- 06 adults in Family Suite 3 bedrooms
 - 08 adults in Family Suite 4 bedrooms
2. Extra bed at VND 1,386,000 net/night can be set up in each room for an additional adult including breakfast. Maximum adult for each room is 1 (one)
 3. Children incur a surcharge for buffet breakfast as follows:
 - 0-4 y.o: free buffet breakfast and sharing bed with parents
 - 5-10y.o: VND 400,000 net/person and sharing bed with parents
 - 11 years-upwards: extra bed should be taken and charged
 4. Capacity for children lodging
 - 02 children under 10 years for below room types: Tropical Deluxe Bungalow, Romantic Bungalow, Forestal Deluxe and Executive Suite
 - 02 children under 10 years for Premier Family.
 - 03 children under 10 years for Family Suite 3 bedrooms
 - 04 children under 10 years for Family Suite 4 bedrooms
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