

定金 & 取消政策条款

有效期: 2025 年 4 月 1 日 - 2026 年 3 月 31 日

FIT 预定 (1 - 5 间房间 · 预定时需要提供姓名 · 更改客人名单将收取费用。)

定金 & 付款

- 预定时需支付 100% 的费用。

取消 & 更改 (标准价格)

- 入住前 14 天之外, 免费取消或更改。
- 入住前 14 天内取消或更改, 按合同预订总价收取 20% 取消费。
- 入住前 7 天内取消或更改, 客人没出现或提前离开, 按合同预订总价收取全额 100% 费用。

取消 & 更改 (折扣价格)

- 入住前 7 天外取消或更改, 按合同预订总价收取 20% 取消费。
- 入住前 7 天内取消或更改, 客人没出现或提前离开, 按合同预订总价收取全额 100% 费用。

圣诞节假日取消 & 更改 (2025. 12. 20 - 2026. 1. 10)

- 在入住前 60 天 (含 60 天) 取消, 按合同预订总价收取 20% 取消费。
- 在入住前 60 天内取消, 按合同预订总价收取全额 100% 费用。

农历新年取消 & 更改 (2026. 2. 13 - 2026. 2. 22)

- 1 - 5 间珊瑚景酒店与棕榈平房; 以及 1 - 3 间 qualia 与海滨俱乐部的预定, 适用于标准取消 & 更改政策。
- 4 - 5 间 qualia 与海滨俱乐部的预定, 可能会有稍严格取消 & 更改政策, 请单询预订部。

GIT 团队 (6 - 19 间房间 · 预定时不需要提供客人名单。)

定金 & 付款

- 预定 14 天内需支付订单全额 20% 定金。
- 余款需在入住前 28 日之前支付。

取消 & 更改

淡季

- 入住前 21 天之外, 免费取消或更改。
- 入住前 21 天内取消或更改, 按合同预订总价收取 20% 取消费。
- 入住前 14 天内取消或更改, 客人没出现或提前离开, 按合同预订总价收取全额 100% 费用。

旺季

- 入住前 28 天之外, 免费取消或更改。
- 入住前 28 天内取消或更改, 按合同预订总价收取 20% 取消费。
- 入住前 21 天内取消或更改, 客人没出现或提前离开, 按合同预订总价收取全额 100% 费用。

名单

- 入住前 28 天前提供最终名单与进出航班信息。

农历新年政策 (2026. 2. 13 - 2026. 2. 22)

- 2025 年 12 月 5 日之前支付订单全额 20% 定金。
- 2026 年 1 月 9 日之前支付全额房费。
- 在入住前 35 天外, 免费取消或更改。
- 入住前 35 天内取消或更改, 按合同价收取订单全额 20% 违约金。
- 入住前 28 天内取消或更改, 客人没出现或提前离开, 按合同价收取全额费用。

* 某些日期可能会要求最短入住天数

* 仅供参考, 具体政策请参照预定时给到的具体时间, 可能会有较为严格的政策

Deposit & Cancellation Policy

Validity: 1st April 2025 to 31st March 2026

FIT Bookings (1 - 5 rooms, Names required upon booking, Name change chargeable.)

Deposit & Payment

- 100% full payment is required at time of booking.

Cancellation Policy (Standard Rate)

- Cancellations or amendments received outside of 14 days prior to arrival will not incur a cancellation fee.
- Cancellations or amendments received within 14 days of arrival will be subject to a cancellation fee of 20% of the total booking value at the contracted rate.
- Cancellations or amendments received within 7 days of arrival, 'No Shows' and/ or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value at the contracted rate.

Cancellation Policy (Saver Rate)

- Cancellations and amendments received outside of 7 days of arrival date will be subject to a cancellation fee of 20% of the total booking value.
- Cancellations and amendments received within 7 days of arrival date, 'No Shows' and/ or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.

Festive Season Cancellation Policy (booking incorporating 20 December 2025 – 10 January 2026)

- Cancellations received up to and including 60 days of arrival will be subject to a cancellation fee of 20% of the total booking value at the contracted rate.
- Cancellations received within 60 days of travel will be subject to a cancellation fee of 100% of the total booking value at the contracted rate.

Chinese New Year Cancellation Policy (bookings incorporating 13 – 22 February 2026)

- For 1 – 5 rooms of Reef View Hotel and Palm Bungalows booking; and 1 – 3 rooms of qualia and Beach Club booking, please refer to standard cancellation policy.
- For 4 – 5 rooms of qualia and Beach Club booking, stricter policy may apply, please inquire Asia Reservation team.

GIT Bookings (6 - 19 rooms, Names not required upon booking.)

Deposit & Payment

- A deposit of 20% of the booking value is due within 14 days of confirming a group booking.
- Full payment is required no later than 28 days prior to check-in.

Cancellation Policy

Low Season

- Cancellations or amendments received outside of 21 days prior to arrival will not incur a cancellation fee.
- Cancellations or amendments received up to and including 21 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value.
- Cancellations or amendments received from within 14 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.

High Season

- Cancellations or amendments received outside of 28 days prior to arrival will not incur a cancellation fee.
- Cancellations or amendments received up to and including 28 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value.
- Cancellations or amendments received from within 21 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.

Room List:

- Final Rooming list, and arrival/departure details are to be finalised and cross checked 28 days prior to the group arrival date using the provided rooming list template.

Chinese New Year Policy (bookings incorporating 13 – 22 February 2026)

- A deposit of 20% of the booking value is due before Friday, 05 December 2025.
- Full payment is required no later than Friday, 09 January 2026.
- Cancellations or amendments received outside of 35 days prior to arrival will not incur a cancellation fee.
- Cancellations or amendments received up to and including 35 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value.
- Cancellations or amendments received from within 28 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.

* Please note minimum length of stay restrictions may apply.

*Separate policy will be advised upon booking process.