

Refund Policy

1. General Policy

- **Non-Refundable Bookings:** Unless otherwise specified, all bookings made on our website are non-refundable. This means that once a booking is confirmed and payment is made, no refunds will be issued under any circumstances, including cancellations, modifications, or early departures.
- **Exceptions:** In certain exceptional circumstances, such as force majeure events or unforeseen circumstances beyond the property's control, we may consider granting a refund or credit. However, this is at our sole discretion, and no refund is guaranteed.

2. Cancellation Policy

- **Cancellation Fees:** If you cancel your booking within 24 hours of your check-in date, you will be charged a cancellation fee of 100% of the total booking cost.
- **No-Shows:** If you fail to arrive at the property on your check-in date without notifying us in advance, you will be charged the full cost of the booking.

3. Modifications

- **Changes:** Any modifications to your booking, such as changes to dates or room types, are subject to availability and may incur additional charges.
- **Cancellation Fees:** If modifications result in a cancellation, the cancellation policy will apply.

4. Force Majeure

- **Definition:** Force majeure events include acts of God, natural disasters, civil unrest, government actions, or other events beyond our reasonable control.
- **Refunds:** In the event of a force majeure event that prevents us from providing the booked services, we may consider offering a refund or credit, at our sole discretion.

5. Other Circumstances

- **Medical Emergencies:** If you cancel your booking due to a medical emergency, we may consider offering a refund or credit, subject to verification.
- **Overbooking:** In the rare event of overbooking, we will make reasonable efforts to accommodate you in an alternative accommodation of equal or superior quality. If this is not possible, we will offer a full refund.

6. Contact Information

- **Customer Service:** For any questions or requests regarding cancellations or refunds, please contact our customer service team at reservation@jhelumhospitality.com