

## CANCELLATION POLICY

### INDIVIDUAL ACCOMMODATION (UP TO 20 PERSONS)

The hotel reserves the right to demand guarantee and pre-authorization of valid credit card or bank transfer prior for confirmation.

#### Standard rate:

If cancelled more than 72 hours before the date of arrival\*, no fee will be charged.

If cancelled from 48 to 72 hours before the date of arrival\*, 30% of the total cost will be charged.

If cancelled from 24 to 48 hours before the date of arrival\*, 50% of the total cost will be charged.

If cancelled from 0 to 24 hours before the date of arrival\*, 70% of the total cost will be charged.

In case of no cancellation (no-show), 100% of the total cost will be charged.

#### Non-Refundable Rate:

For the non-refundable bookings no cancellation or changes are possible.

In case of a cancellation, no cancellation (no-show), 100% of the total cost will be charged as cancellation fee.

### GROUP ACCOMMODATION (+20 PERSONS):

- Hotel Victoria reserves the right to demand a payment of 30% deposit of the total cost for confirmation.
- 30 days prior to the date of arrival, reasonable amendments can be made to the booking with no penalty imposed on the booking. However, if the group booking is cancelled during this time, the deposit will be forfeited.
- Between 15 and 30 days prior to the date of arrival, cancellation or modification of the reservation will be charged with 30% of the total cost.  
The deposit will be forfeited.
- Between 7 and 14 days prior to the date of arrival, cancellation or modification of the reservation will be charged with 50% of the total cost.  
The deposit will be forfeited.
- For cancellation or modification of the reservation 7 days prior to the date of arrival or in case of no-show, the 100% of the total cost will be charged.