

Hibiscus Hotel Cancellation & booking policy

Bookings:

Walk-in or e-mail/verbal bookings are accepted.

We do not normally require a deposit: confirmation by email or phone is sufficient along with a valid telephone number. We ask that you let us know as soon as possible if you have a change of plans to avoid cancellation policy issues. Payment in full is asked for upon arrival.

Check in is after 2pm and check out is requested by 11am.

Cancellations:

FOR PAID DEPOSITS of more than 2 days:

Reservations cancelled within 2 full days of scheduled arrival: No charge

24 hours of scheduled arrival: Card charged at 50% total value of your stay

Less than 24 hours of scheduled arrival: Card charged at full rate of your stay

FOR PAID DEPOSITS of less than 2 days:

Reservations cancelled within 1 full day of scheduled arrival: No charge

Less than 24 hours of scheduled arrival: Card charged at full rate of your stay

Postponed visits may be rescheduled to arrive at another date, subject to availability and notice period of postponement.

DEPOSIT ARRANGEMENT

To secure your booking, a credit card deposit of \$1 will be taken over the phone to confirm the validity of your card. Should you cancel the room when a charge is required or not show for your booking, the specified amount will be debited from your account as stated above. This will reflect the quoted and agreed upon cost of your booking.

FOR RESERVATIONS OR PURCHASE ORDERS WITHOUT DEPOSIT

Cancellation of verbal or written reservations with less than 24hrs may be charged at full rate for one night's accommodation plus taxes

Cancellation of verbal or written reservations with 24hrs notice or more is not subject to penalty charge.

No-shows after booking will be charged at full rate.

Hibiscus Hotel Management, Hibiscus Plaza, Belmopan