

Refund & Cancellation Policy – Qotel Stays

At **Qotel Stays** (qotelstays.com), we strive to provide a seamless booking experience. This policy governs all reservations made through our official website and integrated payment systems. By making a reservation, you agree to the terms outlined below.

1. Scope & Applicability

This policy applies to all room categories, rate plans, and promotional offers booked via qotelstays.com, unless specific terms are mentioned within a particular rate plan at the time of booking.

2. Definitions

- **Flexible / Refundable Rate:** A booking that allows cancellation or modification within a specific window.
- **Non-Refundable / Advance Purchase Rate:** A discounted rate that requires full prepayment and offers no refund upon cancellation.
- **No-Show:** When a guest fails to arrive at the hotel on the scheduled check-in date without prior notification.

3. Cancellation & Refund Terms

3.1 Flexible (Refundable) Rates

- **Property & Season Specific:** Cancellation rules for flexible rates are not fixed and vary from **property to property**. These rules are also subject to change based on the **booking season** (e.g., peak dates, festivals, or long weekends).
- **Booking Packages:** The specific cancellation window and applicable refund percentage for your stay will be clearly updated and displayed within the **individual packages/rate plans** at the time of booking.
- **Final Terms:** Guests are advised to review the specific "Cancellation Policy" link or text associated with their selected room package before finalizing the reservation, as those terms will be the binding policy for that specific transaction.

3.2 Non-Refundable / Advance Purchase Rates

- Full payment is required at the time of booking.
- No refunds, credits, or date modifications are permitted.
- In case of cancellation or no-show, the entire booking amount will be retained by Qotel Stays.

3.3 No-Show Policy

- In the event of a No-Show, the hotel will charge the full amount for the entire duration of the stay. The room will be released for resale after the first night if no communication is received.

3.4 Early Departure

- If a guest chooses to shorten their stay after check-in, the amount for the remaining nights is non-refundable. Qotel Stays reserves the right to charge for the full duration of the original booking.

4. Refund Process

- **Timeline:** Approved refunds are initiated within **7–14 business days**. Please note that the actual time taken for the credit to appear in your account depends on your bank's processing time.
- **Method:** All refunds will be processed back to the **original payment method** used during the booking. No cash refunds are permitted for online bookings.

5. Failed or Incomplete Transactions

In instances where a payment is debited from your account but a booking confirmation is not generated:

- The amount is typically reversed automatically by the payment gateway within **7–10 business days**.
- If the amount is not reversed, please contact our support team with your transaction details for manual verification.

6. Modifications & Amendments

- **Flexible Bookings:** Changes to dates or room types are subject to availability and the specific cancellation terms of the package booked.
- **Non-Refundable Bookings:** These cannot be modified or transferred to different dates.

7. Group Bookings (5+ Rooms)

- Reservations for 5 or more rooms are considered "Group Bookings."
- Qotel Stays reserves the right to cancel multiple individual bookings made by the same person/entity that total 5 or more rooms if they bypass the group booking process.

8. Right to Cancel

Qotel Stays reserves the right to cancel any booking in the event of:

- Invalid credit card details or failed payment authorization.
- Suspected fraudulent activity.
- Refusal to pay a requested advance deposit for high-occupancy dates.

9. Contact Information

For any assistance regarding your cancellation or refund, please reach out to our support team:

- **Email:** info@qotelstays.com
- **Phone:** +91 9711158134
- **Website:** www.qotelstays.com