

Booking Policy Update for COVID-19

As of March 15, 2020

Effective booking Months: March through May 2020

Due to the uncertainty, and rapid changing of worldwide epidemic of **COVID-19**. The Cabochon Hotel has revised the following booking policies for travelers who directly booked with the hotel via email, phone, in-person, or directly on the hotel's website.

- Travelers wish to cancel due to **COVID-19** travel restrictions may contact the hotel for request no later than **3 days** prior to arrival date. Hotel personnel may grant cancellation without penalty after reviewing the booking. Cancellation request with less than the 3 days window will be subject to penalty of 1st (one) night rate as per to the reservation.
- **Special Conditions Fee Waiver (SC)** applies to those travelers who are affected by governments' or airlines' travel restriction due to **COVID-19** (e.g. deny or have their visa revoked, airlines route cancellations to/from effected regions) may request cancellation or modifications for those who qualify. **Must notify the hotel in-writing with proof no later than 24 hours before arrival date and it is subject for approval.**
- Travelers wish to **modified existing reservation** to later dates may contact the hotel directly. Travelers will be amended with modified date without penalty base availability of the new requested date. If a prepayment has been made, the amount will be credited towards one later stay. (1 Year validity)
- Travelers of all conditions requesting to cancel on the day of arrival will be panelized with the **full charge of entire reservation** rate as per to the original booking.
- **For health and safety of everyone during the health epidemic.** Travelers who book or wish to extending their stay with The Cabochon hotel more than 7 days must provide a proof of recent travel history (Passport Stamps and/or documents), and fill out a simple confidential health screening form, and may be subject to temperature check.
- **Exclusive promotional package** date can be change. However, it is non-refundable. (Staycation Promotion)

T&C: With the above revised policies, all requests **are subject to final approval** by hotel personnel.

Note: For those who holds existing booking through a travel agent or a third-party travel site, please contact them directly regards cancellation/ modification policies due to **COVID-19**.

The Cabochon Hotel would like to wish everyone a healthy and safe travels, and to remind everyone to check all travel requirements before committing to any type of booking.

Thank you!