

### **Payment Policy :**

25% deposit of the total room or villa cost at time of booking

- Peak season , Require Full Payment by November 1<sup>st</sup>
  - December 16<sup>st</sup> 2017 to January 10<sup>th</sup> 2018
- High Season , Require Full Payment 30 days before Travel
  - January 6<sup>th</sup> To April 31<sup>th</sup> 2018
- Low season, require full payment 30 days before travel
  - From November 1<sup>st</sup> to 15<sup>th</sup> December 2017
  - May 1<sup>st</sup> to August 31<sup>st</sup> 2018
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- Special offer : require 50% of total nights amount at time of booking, require Full payment 60 days before travel.

### **Cancellations / No shows,**

- Peak Season, non-refundable after November 1<sup>st</sup>, and before Nov 1<sup>st</sup> is subject at mandatory two nights penalty.
- High season, cancellation 30 days or less prior to arrival are fully non-refundable, cancellation 31 day or more to prior arrival is subject at mandatory us\$ 300 penalty
- Low Season, cancellation 30 days or Less prior to Travel are fully non-refundable, Cancellation 31 day or more to prior arrival is subject at mandatory us\$ 200 penalty
- Special offer: Cancellation 61 days or more of a confirmed Rooms or villa is subject to two nights penalty and Cancellation 60 days or less prior to Travel are fully non-refundable.

No show will be penalized the entire length of stay, included all fees & charge imposed by Tiamo resort, the airlines, resort or other supplies will still apply.

In case of shortened length of stay, the cancellation policy will apply for the cancelled nights.

### **Night Minimum booking:**

- Peak season, we require a Minimum six (6) nights booking for this period.
  - December 21<sup>st</sup> to January 10<sup>th</sup>
- High season, No Minimum night
- Low season, No Minimum night