**[A blue and white sign

Description automatically generated](https://www.smartsheet.com/try-it?trp=12304&utm_source=template-word&utm_medium=content&utm_campaign=Hotel+Cancellation+Policy-word-12304&lpa=Hotel+Cancellation+Policy+word+12304)Hotel Cancellation Policy Template**

Hotel Name

|  |  |
| --- | --- |
| Address |  |
| Phone |  |
| Email Address |  |
| Website URL |  |

Cancellation Policy Overview

|  |
| --- |
| At [Your Hotel Name], we understand that plans can change. Our cancellation policy is designed to be fair and transparent while ensuring that our operations run smoothly. Please review the details below regarding cancellations, modifications, and refunds. |

Standard Cancellation Policy

|  |
| --- |
| * Free Cancellation Period: Guests may cancel their reservation free of charge up to [X days/hours] before the check-in date. * Late Cancellation Fee: Cancellations made less than [X days/hours] before check-in will incur a fee of [$X.00/X% of the total booking amount]. * No-Show Policy: If a guest does not arrive by [Time], the reservation will be marked as a no-show, and [X% or full booking amount] will be charged as a penalty. |

Non-Refundable Bookings

|  |
| --- |
| For reservations marked as “non-refundable,” no refunds will be issued in the event of cancellation, modification, or no-show. |

Group Booking Cancellation

|  |
| --- |
| * Free Cancellation Period: For group bookings (e.g., more than [X rooms]), free cancellation is allowed up to [X days/weeks] before the check-in date. * Late Cancellation Fee: Cancellations made after this period will incur a penalty of [$X / X% of the total booking amount]. * No-Show Policy: A deposit of [X%] is required at the time of booking, which is non-refundable in case of cancellation after the deadline. |

Special Circumstances

|  |
| --- |
| We understand that emergencies can occur. In cases of unforeseen circumstances (e.g., medical emergencies, natural disasters), please contact us directly at [Phone Number/Email Address]. We may offer flexibility on a case-by-case basis. |

How to Cancel Your Reservation

|  |
| --- |
| To cancel your reservation:   1. Visit our website at [Website URL] and log in to your account. 2. Contact us via email at [Email Address]. 3. Call our reservations team at [Phone Number]. 4. Please provide your reservation number when requesting a cancellation. |

Payment Information

|  |  |
| --- | --- |
| Refund Process | Refunds (if applicable) will be processed within [X days] of receiving the cancellation request. Refunds will be issued to the original payment method that was used during booking. |
| Modification Policy | Modifications to your booking (e.g., changing dates or room types) are subject to availability and may incur additional charges. Please contact us at least [X days/hours] in advance to request modifications. |
| Terms and Conditions | 1. This policy applies to all reservations made directly through our website, by phone, or in person. 2. Bookings made through third-party platforms (e.g., OTAs like Booking.com or Expedia) are subject to their respective cancellation policies. 3. The hotel reserves the right to modify this policy at any time. Changes will not affect existing reservations. |

Thank you for choosing [Your Hotel Name]! We look forward to hosting you and making your stay memorable. For any questions regarding this policy, feel free to contact us at: [Phone Number] | [Email Address]

|  |
| --- |
| **DISCLAIMER**  Any articles, templates, or information provided by Smartsheet on the website are for reference only. While we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, articles, templates, or related graphics contained on the website. Any reliance you place on such information is therefore strictly at your own risk. |