

GREYFIELD HOTEL & APARTMENTS REFUND POLICY

1. Early Departure and Refund for Unused Nights

Guests who check out before their scheduled departure date are not automatically entitled to a refund for unused nights. However, a refund may be considered subject to the applicable booking conditions and Management's approval.

Where a refund is approved, it will be processed within *48 working hours* after the refund request has been reviewed and eligibility confirmed. Weekends and public holidays are excluded from the processing period.

2. Refundable Payments and Refund Processing

Refundable payments, including caution fees and eligible reservation payments, will be processed within *48 working hours* after payment verification and refund approval.

For reservations where a guest does not show up, refunds will depend on the applicable cancellation and no-show policy. Where the booking conditions permit a refund, it will be processed within 48 working hours after verification and approval.

Weekend and Public Holiday Processing: Refunds are not normally processed on weekends or public holidays. Requests received during these periods will be handled on the next working day. The 48-working-hour processing period will apply from the time processing resumes, excluding weekends and public holidays.

Please note that the time it takes for funds to reflect in a guest's account may depend on the bank or payment service provider.

3. Non-Refundable Reservations

Reservations explicitly marked as *non-refundable* are not eligible for refunds following cancellation, failure to arrive, or early departure, except where Management approves an exception or applicable law requires otherwise.

Guests are responsible for reviewing the cancellation and refund conditions before confirming payment. For reservations made through Booking.com, Expedia, or other third-party platforms, the applicable booking terms and the platform's refund procedures will also apply.

Important Note: All refunds are subject to payment verification, the applicable booking conditions, and Management approval where required.