

Cancellation Policy:

General Booking: Cancellation for general booking must be done 48 hours prior to check in date and time. Any cancellation thereafter will incur first night charge. Any cancellation within 24 hours of check in will incur full charge. General booking payment will be processed in the morning on the day of check in using the credit card given. No show will incur full charges and booking for next days will be cancelled.

If a guest has booked a 1-bedroom or a 2-bedroom for 3 or more guests on a regular rate or on a non refundable basis, there will be no refund for guests who did not check in. Please note that for general booking refund due to fewer number of guests checking in than originally booked will not be possible unless we are able to transfer the guests to a smaller unit. Larger unit costs more and occupying a larger room will incur higher charges regardless of the number of people checking in.

Non-refundable booking: No cancellation, modification will be permitted. Payment will be charged to the guest credit card any time after the booking has been received by us. If the card used for booking is declined, guest would be notified and if no valid credit card is provided within time specified booking will be cancelled and guest will still be responsible for the payment of entire amount that is due. If, subject to availability, date change is allowed, the booking must be done at the regular rate but on a non-refundable basis.

Relocation of guest: In rare unfortunate occasion, due to human or technical error because of overselling or otherwise, we may have to relocate you to another motel. We will make every effort to make sure that it is of same standard and offers same facilities, however, subject to availability it may not always be possible. In such situation, we will endeavour to inform you of the change i.e. relocation as soon as possible. If you wish to take up the new arrangement, we will organise the accommodation on your behalf and provide you with the details of your accommodation. In case, you do not we will refund you in full as soon as possible. Pavilion Motel & Conference Centre in any case will not accept any responsibility for any loss, damage or inconvenience caused by this relocation arrangement. Guest will remain responsible to make their own way to the new accommodation and Pavilion will not be responsible for the transportation.