



Knowledgebase > 1. BOOKING & RESERVATIONS > Cancellation Policy > What Is Your Cancellation Policy?

What Is Your Cancellation Policy?

Customer Service - 2025-01-06 - Comments (0) - Cancellation Policy

CANCELLATION POLICY

Unless your reservation specifies a different cancellation policy through a different channel (IE: Airbnb, Booking.com, VRBO, or others) the policy below will have an effect on all cielostays.com reservations.

10 DAYS or more before check-in: Renters may reschedule their stay for a future day within 6 months with no rescheduling fee. Renters will pay the rate difference if any. If Renters decide to cancel, Renters will be refunded the total amount minus a 10% cancellation fee to cover administrative costs.

10 DAYS or LESS before check-in: Renters will forfeit the total rental. The total rental includes all charges on the paid-in-full invoice. The renter may mitigate this loss by purchasing Travel Insurance or "Cancel for Any Reason insurance" offered by a third-party provider.

There are NO REFUNDS for EARLY DEPARTURE.