



Base de connaissances > 1. BOOKING & RESERVATIONS > Cancellation Policy > Cancellation Policy

Cancellation Policy

Customer Service - 2025-01-09 - Commentaire (1) - 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 affect all cielostays.com reservations.

- ALL bookings using a discount coupon are NON-REFUNDABLE.
- 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.