

Cancellation and Refund Policy

Cancellation policies vary by accommodation and reservation type.

The applicable cancellation policy is displayed before the reservation is completed and forms part of the booking agreement.

Reservations may be:

- Fully refundable; **5 Days before check in**
- Partially refundable; **3 days before check in**
- Non-refundable; **2 days before check in.**

Customers are responsible for reviewing the cancellation terms before completing a reservation.

Failure to review these terms does not relieve the customer of applicable cancellation charges.

Non-Refundable Reservations

Reservations designated as Non-Refundable, Advance Purchase, Special Promotion, or similar are not eligible for refunds following confirmation except where required by applicable law.

Failure to arrive, voluntary cancellation, early departure, or changes of travel plans generally do not create entitlement to a refund for non-refundable reservations.

If you want to cancel your reservation for any reason, it must be performed with a minimum of 48 hours in advance, for a full refund. Otherwise, the hotel will charge the first night for "No Show". If the reservation was made during high season, the hotel will not reimburse your payment, without exception. If you have any questions regarding high season calendar, please contact us at info@diamondstay.com

No-Show Policy

A reservation is considered a "No-Show" when the guest fails to check in on the scheduled arrival date without prior cancellation in accordance with the applicable cancellation policy.

Hotels may charge:

- One night's stay;
- The full reservation amount;
- Applicable taxes and fees,

depending upon the property's policy.

Diamond Stay is not responsible for no-show charges assessed by accommodation providers.

Refund Policy

Refund eligibility depends on:

- The accommodation's cancellation policy;

- The reservation type;
- Applicable law;
- Whether payment was collected by Diamond Stay or directly by the accommodation provider.

When Diamond Stay receives an authorized refund from the accommodation provider, eligible refunds will generally be processed to the original payment method.

Processing times vary by financial institution and may take between 5 and 10 business days, although some issuers may require additional time.

Refunds will not be issued for:

- No-show reservations;
- Non-refundable bookings;
- Early departures;
- Unused services;
- Guest dissatisfaction unrelated to Diamond Stay's booking services, except where required by law.