



## Terms & Conditions Magic Resorts

Please read our policy carefully and note that we take it as a fact that you agree with our terms and conditions before blocking rooms for options, confirming or canceling a booking.

If you have any questions, please contact us: [info@magicresorts.online](mailto:info@magicresorts.online).

### Terms & Conditions for bookings

After you confirm a booking, we will send you the invoice with all the booking details:

- Within 1 month after the official booking-date we require a down-payment of 20% of the total amount of the invoice to secure the room. If a down-payment is not received on time, the room is not secured. Please, see the official booking-date at top right in the invoice.
- Within 1 month before arrival, the remaining payment is to be made.

### Terms & Conditions for holding rooms in option

Magic Resorts offers the possibility to hold rooms in option for individuals or groups to ensure availability.

#### Options for individual rooms

For an individual booking you can put a room in option for 1 week. If we don't receive confirmation within 1 week, the option will be removed. If you need more time, the option can be extended week by week, just keep us informed.

#### Options for groups

We understand that group bookings need time to fill up, arrange and finalize.

- A group option can be requested 30 months before tentative arrival.

#### Group options (up to 30 months before tentative arrival):

If you request an option 30 months before arrival, the following rules will apply:

- Up to 30 months before arrival we can block rooms for your group after a group-offer is approved.
- 18 months before arrival we ask for an update, number of confirmed bookings and expectations.
- 12 months before arrival we make a tentative invoice, based on confirmed bookings and expectations.
- 9 months before arrival we ask for an update and we adapt the tentative invoice.
- 6 months before arrival we make a final invoice for confirmed bookings and the cancellation fee applies. Magic Resorts may release un-booked rooms, but you will always be informed and you have the 1<sup>st</sup> choice if you want the room or not. If you want it, it will be invoiced and the cancellation fee applies.

If you request a group option within 6 months before arrival we can put rooms in option for 1 week. If we don't receive confirmation within 1 week the option will be removed. If you need more time, the option can be extended week by week (depending on availability). After confirmation we will make a final invoice for confirmed rooms and the cancellation fee applies.

After sending the final invoice we will discuss with you case by case the number of rooms we keep in option for your group (keep or release rooms) and for how long. This is depending on the number of rooms already filled up by your group and the resort availability.

- 3 months before arrival we will release the un-booked rooms that are still in option.

## **Cancellation policy**

We understand that the possibility that you need to cancel a booking is always there, however, we expect you to understand that our terms and conditions will apply in any case.

**Group bookings** (a group booking is a booking of 3 rooms or more).

From the date of the final invoice, the cancellation fee will apply according to the following rules:

**Cancellation from the moment of booking** (date from the invoice).

Cancellation fee will be **5%** of the total invoice amount.

**Cancellation within 25 weeks before arrival**

Cancellation fee will be **15%** of the total invoice amount.

**Cancellation within 20 weeks before arrival**

Cancellation fee will be **25%** of the total invoice amount.

**Cancellation within 15 weeks before arrival**

Cancellation fee will be **50%** of the total invoice amount.

**Cancellation within 10 weeks before arrival**

Cancellation fee will be **80%** of the total invoice amount.

**Cancellation within 6 weeks before arrival**

Cancellation fee will be **90%** of the total invoice amount.

**Cancellation within 3 weeks before arrival**

Cancellation fee will be the **full** total invoice amount.

**If you want to cancel an individual room within a group booking, we'll calculate the single package rate and use the cancellation fees as described above.**

**FIT bookings** (a FIT booking is an individual booking of 1 or 2 rooms).

From the date of the final invoice, the cancellation fee will apply according to the following rules:

**Cancellation from the moment of booking** (date from the invoice).

Cancellation fee will be **10%** of the total invoice amount.

**Cancellation within 10 weeks before arrival**

Cancellation fee will be **15%** of the total invoice amount.

**Cancellation within 6 weeks before arrival**

Cancellation fee will be **25%** of the total invoice amount.

**Cancellation within 4 weeks before arrival**

Cancellation fee will be **40%** of the total invoice amount.

**Cancellation within 3 weeks before arrival**

Cancellation fee will be **50%** of the total invoice amount.

**Cancellation within 2 weeks before arrival**

Cancellation fee will be **75%** of the total invoice amount.

**Cancellation within 1 week before arrival**

Cancellation fee will be **90%** of the total invoice amount.

**Cancellation within 3 days before arrival (or no show-up)**

Cancellation fee will be the **full** total invoice amount.