



## Payment Refund and Cancellation Policy

Our focus is complete customer satisfaction. In the event, if you are displeased with the services provided, we will refund back the money, provided the reasons are genuine and proved. Please read the fine prints of each deal before buying it, it provides all the details about the services or the product you booked.

In case of customers have the liberty to cancel their booking and request a refund from us. Our Policy for the cancellation and refund will be as follows:

### Cancellation Policy

1. For cancellations please contact us via [https://www.sivarambeachhouse.com/cancel\\_booking/](https://www.sivarambeachhouse.com/cancel_booking/)
2. After getting cancellation requests received from the customer, then the customer will get payments in 5-7 business days.

### Refund Policy

1. Refund will not consider on 24 hours before of booking from arrival (or) Check-in date.
2. In case any customer is not completely satisfied with our services, as per the sivaram beach house management further take decision about refund.
3. If paid by credit card/debit card, refunds will be issued to the original credit/debit card provided at the time of purchase and in case of payment gateway, payment refund will be made to the same account.