

## CANCELLATION POLICY

In this Policy, Villa Patriz Retreat is also referred to as “The Villa,” “the facility,” “we,” “ours, and “us.” We deem our cancellation and modification policy as fair and straightforward. Please review the details below to understand our terms:

### 1. General Policy

- All cancellations and modifications must be requested in writing via email to [admin@villapatrizantipolo.com](mailto:admin@villapatrizantipolo.com) or by calling +63 9190964927
- The date of receipt of the cancellation/modification request will be considered the effective date of the cancellation/modification.

### 2. Cancellation Policy

- Reservations canceled five days or more before the scheduled arrival date will incur no penalty. Any deposits paid will be fully refunded.
- If a reservation is canceled within four days or less before the scheduled arrival date, the deposit paid is non-refundable.
- In the event of a no-show or early departure, the reservation will be subject to a full room night charge for the entire reserved stay.

### 3. Special Circumstances

- In case of natural disasters, medical emergencies, or other unforeseen events, we will review cancellation and modification requests on a case-by-case basis. Documentation may be required to support such requests.

### 4. Refund Processing

- For payments using credit cards, the refund will be credited back within 14 to 30 business days, depending on the issuing bank. Refunds will be credited to the original payment method used for the reservation.
- Villa Patriz is not responsible for any differences in the refunded amount due to currency exchange rate

fluctuations or additional fees charged by banks or payment processors.

## 5. Third-Party Bookings

- For reservations made through third-party online travel agencies (OTAs), the respective OTAs cancellation and modification policies will apply. Please refer to the specific terms and conditions provided by the OTA at the time of booking.

## 6. Contact Information

For any questions or assistance regarding cancellations or modifications, please contact us at:

**Villa Patriz Retreat**

Email: [admin@villapatrizantipolo.com](mailto:admin@villapatrizantipolo.com)

Phone: 09190964927

By making a reservation with Villa Patriz, you acknowledge that you have read, understood, and agree to this Cancellation and Modification Policy.