

Reservation & Cancellation rules for Bangladesh Tourism Corporation's Hotels & Motels

Reservation Rules:

- (a) 100% advance to be paid for Confirmed Reservation for only 01 (one) night stay for any number of rooms.
- (b) **More than 3 (three) days booking, 50% of the total bill must be paid in advance.**
- (c) **Check out time is 12.00 noon. Delayed Check out up to 5:00 pm may be allowed upon availability of rooms as additional charge @ 20% of the room rent.**
- (d) Refund will not be admissible for no show.
- (e) **Booking date can be transferable upon the availability of room.**
- (f) **Unless delayed arrival is reported in advance, booking shall stand cancelled at 8.00 pm on the date of arrival.**
- (g) If any guest shortens the duration of confirmed stay after arrival, the advance paid for the unoccupied period will not be refunded.
- (h) If any guest wishes to extend the confirmed duration of stay, then he / she has to inform front desk in advance, extension will be accepted upon the availability of rooms. Enhanced tariff (if any) shall be payable by the party even though the original booking is done at the rate of previous tariff.
- (i) Any reservation can be cancelled solely by the authority under unavoidable circumstances with regret.

Cancellation Charges

If the guest makes booking but not paid advance & does not turn up on the specified date the reservation for the entire period will be treated as cancelled.

- (a) If any cancellation is communicated at least three days in advance only 10% of the total amount will be deducted as cancellation charge.
- (b) **More than 24 hours but less than 2 days intimation, deduction will be 20% of the total amount.**
- (c) **Less than 24 hours intimation, no refund, will be made.**
- l) Refund is admissible only upon production of the original advance receipt.
- e) Cancellation is not acceptable on the date of arrival.
For any part cancellation, normal refund rules will be applicable.