



Quarantine Concierge

Home. Stretch.

1, 2, 3... I want to break **free**

◆ Now an even shorter staycation that welcomes you back to Hong Kong, the Ovolo way! ◆

Our Cancellation and Refund Policy

Securing a Booking

- Full charge is processed in order to secure your rate and booking. A refund is guaranteed if you cancel at least **7 days** prior to your check-in date. However, if you amend or cancel within that period, Ovolo Hotels will be unable to refund your payment.

Cancellation

- Our cancellation policy is the most flexible in Hong Kong - a **7-day cancellation policy for all**.
- For **approved corporate bookings**, our cancellation policy is **72-hour**.
- Any refund **due to Government regulation changes will not incur administration fees**. This is applicable even when you are already checked in and staying with us.
- However, if you would like to maintain flexibility of your travel plans, a 3.5% administration fee will be incurred for any non-government related refunds due to cancellations.

No-Shows

- Once you have checked in, you are required by the Government to undergo the stipulated duration of your quarantine stay. If you do not, your entire stay is non-refundable.
- If you do not show, the room will be released after the first night and full payment of the entire stay is charged.

Testing Positive

- **If you test positive for COVID-19 before boarding the flight and inform us immediately with proof of a doctor certificate or official lab results, only one night will be charged.** However, if upon landing in HK, the total charge is non-refundable.

Flight Changes

- In the case of **flight changes by the airline (and supporting documents are provided), complimentary date amendment to the booking would be offered**, dependant on the room and rate availability.
- In the case that aforementioned supporting documents cannot be provided, or a change of mind has been made, the change will incur an amendment fee if made within 7 days prior to check-in.

Accordance with Government regulations

- **Our cancellation policies are in accordance with Government regulations;** if you are required to reduce your room nights due to sudden changes in Government requirements, we cannot hold your extra room nights. The standard cancellation policy will not apply and we will release your unused nights within 48 hours of the announcement. We will refund these extra nights after departure.
- Further, if you would like to book extra nights outside of the Government-stipulated duration, then **any of those “safeguarding” nights will be non-refundable & non-amendable**.
- All bookings are non-transferable.

By continuing with this booking you acknowledge your understanding and agreement of the cancellation policy and terms & conditions.