

Sueno Del Sol Cancellation Policy

As we are a small hotel, late cancellations and no-shows really affect our business, therefore our cancellation policy is as follows:

Guests can cancel at least 60 days before check-in and get a 100% refund of the nightly rate less a \$25 administration fee.

For a 100% refund of the nightly rate, the guest must cancel 60 full days before the listing's local check-in time (shown in the confirmation email).

Guests can cancel at least 30 days before check-in and get a 50% refund of the nightly rate.

For a 50% refund of the nightly rate, the guest must cancel 30 full days before the listing's local check-in time (shown in the confirmation email).

If the guest cancels less than 30 days in advance, the nights not spent are not refunded.

If guest arrives and decides to leave early, the nights not spent are not refunded.

How long does it take to get a refund?

We send refunds immediately upon cancellation and they usually show up within 3–5 days, but sometimes it takes as long as 15 days before they reflect on the original payment method. In some countries, such as Brazil and India, it can take up to 2 months for the refund to arrive.