



## CANCELLATION POLICY

We understand that plans can change. To help our guests plan with confidence while protecting the integrity of our hosting operations, please review our cancellation terms below.

### Standard Stays (Less than 28 nights)

- Cancellations made **4 or more days before check-in** will receive a **full refund**, including the deposit.
- Cancellations made **within 3 days of check-in** (after the final balance is due) **will not be eligible for a refund**.
- No-shows and early departures are non-refundable.

### Long-Term Stays (28+ nights)

For long-term bookings of 28 nights or more, the following policy applies:

#### *Non-Refundable:*

Cancellations made less than 7 days before check-in are non-refundable.

We encourage guests booking extended stays to ensure certainty in travel plans. We also strongly recommend purchasing travel insurance.

### Other Conditions

#### *Early Departure:*

Unused nights are non-refundable unless otherwise agreed upon in writing.

### Refunds:

All eligible refunds, in line with our policy, will be issued within 24 hours of cancellation confirmation.

Please allow 7–14 business days for the refunded amount to appear, depending on your bank or card issuer.

### Deposit:

Your deposit is fully refundable upon cancellation, subject to no damages or breaches of house rules. Refunds are processed within 24 hours; please allow up to 14 days for the funds to appear in your account, depending on your bank.


### Force Majeure:


If natural disasters, government restrictions, or other uncontrollable events arise, we may issue a credit or partial refund at our discretion.

### Cancellation Requests:

Must be submitted in writing to [nattyscozybeachhouse@gmail.com](mailto:nattyscozybeachhouse@gmail.com) or WhatsApp: +15616645017, including your booking name and confirmation number.

### Contact Us

 Email: [nattyscozybeachhouse@gmail.com](mailto:nattyscozybeachhouse@gmail.com)

 Phone: +15616645017

 Website: <https://nattys-cozy-beach-house.com>

**Warm regards,**

Kareta Carr

**Founder & CEO**

Thanks for choosing **Natty's Cozy Beach House**.

Looking forward to hosting you in Lucea, Jamaica!