Cancellation Policy

Seabreeze Hotels is a fictional company created for a software demonstration.

The rules below depend on the rate you booked and the property you are staying at. The confirmation email shows your rate.

Flexible Rate

Harbor View and Old Town

Flexible Rate bookings can be cancelled free of charge until 48 hours before arrival, counted from 15:00 on the arrival date. Later cancellations are charged one night.

Dune Retreat

Flexible Rate bookings can be cancelled free of charge until 7 days before arrival. From June to September this period is 14 days. Later cancellations are charged 50 percent of the whole stay.

Saver Rate

The Saver Rate is non-refundable at every property. The booking can be moved to new dates once, for a fee of 20 dollars, if you ask at least 72 hours before arrival. The new dates must fall within 12 months of the original booking. A price difference may apply.

Group Bookings

A group booking is 5 or more rooms or villas on the same reservation. A deposit of 25 percent is due when the group is confirmed, and it is refundable until 30 days before arrival. After that the deposit is kept, and within 14 days of arrival the whole booking is charged.

No-shows

If you do not arrive and do not cancel, the booking counts as a no-show.

On the Flexible Rate you are charged the first night, and the remaining nights are released. On the Saver Rate you are charged the whole stay.

A booking is treated as a no-show if you have not arrived by 12:00 on the day after the arrival date. If you are delayed, please call us and we will hold the room.

Leaving Early

At Harbor View and Old Town, leaving before your booked departure date costs one extra night. At Dune Retreat, all remaining nights are charged.

Storm Guarantee

The Storm Guarantee applies only to Dune Retreat, from June 1 to November 30. If a named storm warning is issued for Sandhaven Island within 72 hours of your arrival, you can cancel with a full refund on any rate, including the Saver Rate. If a warning is issued during your stay, unused nights are refunded.

Ferry cancellations caused by ordinary bad weather are not covered. In that case, you can move your stay to new dates free of charge.

Refunds

Refunds go back to the original payment method within 5 to 7 business days.

Gift vouchers cannot be refunded and stay valid for 24 months from the date of purchase.

Third-party Bookings

If you booked through a travel website, you must cancel with that website, and its own terms apply. We cannot change or refund these bookings directly.

How to Cancel

Cancel with the link in your confirmation email, or write to reservations@seabreeze.example. The time your request is received counts as the time of cancellation.