

# Booking Terms and Conditions

## Jeju Shinhwa World - Shinhwa Resort

1. Room rates quoted are for up to 2 adults, subject to a 10% VAT based on per night per room.

\* Aged 13 and above are considered adults.

2. For certain room types only, standard capacity is up to 3 adults per room. An extra bed can be provided upon request at extra charge and subject to availability.

3. Reservation and cancellation policies, including deposit and refund amounts may differ with some packages or promotions. Refer to specific package and promotion information.

4. Room rates and availability may subject to change. In case of amendment to confirmed bookings, current rates at the time of amendment apply.

5. All reservations must be guaranteed with a valid credit card upon booking. The credit card used for booking must be presented upon check-in for verification purposes. Any charges accrued after check-in must be settled by cash, debit card or credit card upon check-out.

6. A deposit is required for each room booked, in case of any incidental charges that may arise. The total deposit amount required may vary according to number of nights stayed.

7. Check-in and check-out times are after 15:00 (3:00pm) and before 11:00 (11:00am) local time, respectively. Early check-in and late check-out are strictly subject to availability and charges apply.

a) For guaranteed early check-in, charges are as follows:

Before 11:00 am On arrival date	11:00 am - 3:00 pm On arrival date
100% of the first night's stay	50% of the first night's stay

b) For guaranteed late check-out, charges are as follows:

After 11:00 am - 2:00 pm On departure date	After 2:00 pm On departure date
50% of the first night's stay	100% of the first night's stay

8. Special Information

a) No pets are allowed, with except of assistance animals.

b) Under the age of 19 must be accompanied by a parent or a legal guardian upon check-in.

9. General cancellation policy is follows:

Before 7 days prior to arrival date	Before 6 days ~ 1 day prior to arrival date	On arrival date
Free Cancellation	20% of first night's charge	100% of first night's charge

\* Peak season (Apr to Oct and Dec 23 to Dec 31) / Off-season (off-peak periods)

10. No-show policy

A full night's charge is applied for any missed check-ins on dates at booking confirmation. In the case of some packages and promotions, cancellations and/ or refunds may not be permitted. Refer to specific package or promotion terms and conditions.

11. All policies are based on the local time.

12. Lost and Found policy

a) All guests bear ultimate responsibility for their own personal items and valuables. The resort management is not liable for any case of lost or misplaced items. However, the management will take all commercially reasonable measures to assist guests seeking lost or misplaced items.

b) When reporting lost items, guests must provide information required for tracking and verification purposes, including room number, name used at registration and accurate description(s) of item(s) lost.

c) The resort management is not responsible for any left perishable items such as food, fruits or drinks etc. Any such perishable found in rooms or within resort grounds after guests have checked out and left the resort premises will be disposed immediately.

d) Any other items found will be kept by the resort on defined period. Set retention periods vary according to type of items.

13. Reservations must be registered under the name of the actual guest staying and are valid only for the guest's personal use. Reservations are non-transferable, and name changes are strictly prohibited. The resort management reserves the right to cancel or modify any reservation if there is reasonable suspicion that the reservation is associated with fraudulent or inappropriate activities, as defined by local law.

14. The resort management reserves the right of final decision in case of any disputes that may arise.

15. These terms and conditions are do not apply to group reservations of 10 rooms or more. Please contact our reservation team for details.

**Force Majeure Clause**

In case of events or conditions beyond the control of Jeju Shinhwa World, Jeju Shinhwa World shall not be held liable or responsible for failure to execute arrangements specified herein. Such events or conditions include, but are not limited to, war, change of statutes of the Republic of Korea, strikes, riots and 'Acts of God'.