

CANCELLATION POLICY

Thank you very much for using Sketch Travel Cambodia! Upon booking, it is understood that our guest is in accordance with the pre-agreed cancellation policies attached herewith. Please kindly note that cancellation fees are irrevocable and cannot be waived unless otherwise specified. To further review our policies, kindly read through our cancellation terms and conditions:

HOTELS

More than 15 days from check in date	FREE
Between 14 days to 4 days prior to check in date	50% of total price to be charged
Less than 3 days before check in date	100% charge
Hotel change (second time)	FREE
Hotel change (third time or more)	USD 10 for each change

* During the high season period (October to March), the cancellation fee will be charged **7** days prior to check in date.

* Kindly note that we will follow business hours and will be unavailable during Public Holidays

TOURS

Until 5 pm the day before departure	FREE
From 5 pm to 2 hours before departure	50% of total price to be charged
Less than 2 hours before departure	100% of total price to be charged
Change of tour plans (until 5 pm the day before departure)	FREE

* Kindly note that we will follow business hours and will be unavailable during Public Holidays

SPA

Until 3 days before the treatment	FREE
Less than 3 days before the treatment	50% of total price to be charged
Less than 4 hours before the treatment	100% of total price to be charged

* Kindly note that we will follow business hours and will be unavailable during Public Holidays

AIR TICKET

Booking Inquiry	FREE
After purchase	100% cancellation charge
One time schedule change before purchase	FREE
Twice or more schedule change before purchase	USD 10 per change
Schedule change after ticket purchase	USD 25 above (airline dependent)

* The guest will be held responsible to make all the payment before it is due. The ticket cutoff penalties will be incurred in case we could not confirm your payment after all.

* Kindly note that the prices shown above might change with or without prior notice from the airline company.

* Kindly note that we will follow business hours and will be unavailable during Public Holidays

BUS, BOAT, DINNER SHOW AND OTHER TICKETS

Ticket Inquiry	FREE
After purchase	100% cancellation charge
Tentative booking schedule change (4 hours after purchase)	FREE

Tentative booking schedule change (2 nd time or more)	USD 10 per change
Changes after ticket purchase	100% cancellation charge

*Should ticket cutoff penalties be incurred, the guest will be held responsible to secure additional payments involved.

*Kindly note that we will follow business hours and will be unavailable during Public Holidays

Notes:

*The prices of telephone, communications cost and transfer fees are not included.

*In case you decide to cancel after the transfer, we will deduct a standard cancellation charge of 1000 JPY from your refunded amount.

*As per our company stipulated conditions, cancellation charge varies depending on hotels and spa you select.

*As Angkor Balloon and Dinner Shows includes transfers (to and back to the hotel), additional transfer fee will be charged if you join these activities.

*Sketch Travel Cambodia will not be held responsible for any unavoidable circumstances and travel conditions e.g. natural disasters such as typhoon, road traffic conditions, riots, strikes and official government concerns etc. If such events may happen, we can refund hotel and airfare prices based on our conditions stated above.