

Toosonj Guest House
Kinaram Mikir Path,
VIP Road, Magzine, Borbari,
Guwahati, Assam, India.
Pin: 781 036

Cancellation and Refund Policy

1. Cancellation Policy:

- **Notification:**
 - All cancellation requests must be made in writing and received through our official communication channels.

- **Cancellation Deadlines:**
 - **Free Cancellation:** Guests can cancel their booking without any charge up to 48 hours before the scheduled check-in date.
 - **Late Cancellation Fee:** Cancellations made within 48 hours of the scheduled check-in date will incur the first night's cost, taxes and administrative fees.

- **No-Show Policy:**
 - Guests failing to arrive without prior notice will be considered no-shows and charged the total reservation amount.

- **Early Departures:**
 - Guests leaving before their scheduled departure date may be charged for the entire reserved stay unless the management decides otherwise.

- **Special Circumstances:**
 - In cases of force majeure, cancellation fees may be waived at the management's discretion.

2. Refund Policy:

- **Eligibility for Refunds:**
 - Refunds apply only to cancelable portions of reservations and are contingent on the aforementioned cancellation terms.

- **Processing Refunds:**
 - Refunds will be issued to the original payment method within 2 to 3 weeks, subject to the processing times of the financial institutions involved.

- **Refund Requests:**
 - Please submit any refund requests along with relevant details and documentation to our reservations team for processing.

- **Dispute Resolution:**
 - We aim to resolve any disputes regarding refunds amicably. Please contact us with any concerns.

3. Contact Information:

Any question or further clarification regarding our cancellation and refund policy, may be communicated through:

Phone: +91 70990 16234

Email: Inquiry@toosonguesthouse.com

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