

YOU CAN CHOOSE TO POSTPONE OR CANCEL YOUR STAY

Updated on June 30, 2020

This Cancellation Policy shall apply to Individual Reservations**, and shall supersede and replace all prior versions.

- For all existing and future reservations up to and including 31 May 2020:

For existing reservations confirmed before 14 March 2020 (for stays starting until 31 May), customers with non-flexible (non-refundable, non-modifiable) bookings may either postpone (1) their reservation to a later date until 30 May 2021 without charge or be refunded without charge (please contact the hotel directly).

For reservations made from 14 March 2020 (for stays starting until 31 May), customers with non-flexible (non-refundable, non-modifiable) bookings may postpone (1) their reservation to a later date until 30 May 2021 without charge (please contact the hotel directly).

- For new reservations and stays with future arrival dates:

- Flexible rates:

All new reservations made between April 1 and September 15 2020 (regardless of the period of stay) in all countries and all Louvre Hotels Group hotels* may be postponed (1) or cancelled without charge up to 24 hours prior to arrival.

- Non-flexible rates (non-refundable, non-modifiable)

All reservations made between April 1 and June 30 2020 (regardless of the period of stay) in all countries and all Louvre Hotels Group hotels* may be postponed (1) or cancelled without charge up to 24 hours prior to arrival.

All new reservations made between July 1 and September 15 2020 for a stay until September 15 (end of stay) in all countries and all Louvre Hotels Group hotels* may be postponed (1) to a later date until 30 May 2021 without charge or are eligible for a voucher (2) in lieu of a refund, for the full value of their reservation, in the same hotel.

Our normal cancellation policy applies to all reservations made after September 15 2020, regardless of the period of stay.

- Specific Conditions:

In areas subject to travel restrictions

The measures in force in each country shall replace the aforementioned global trade policy.

For hotels in France:

For any booking cancelled from 1 March 2020 and prior to 15 September 2020, customers shall be eligible for a voucher (2) in lieu of a refund, for the full value of their reservation, to be used within 18 months of issuance (Memorandum Order No. 2020-315 of 25 March 2020).

These measures may apply to bookings made through travel agencies, online booking platforms, or any other third-party channel.

We strongly recommend that our hotels redirect any such modification or cancellation request to the relevant travel agency, booking platform, or third-party channel.

*Exceptions and/or restrictions to this cancellation policy may apply to certain hotels and in certain countries, at the discretion of the said hotels. Please contact your hotel directly to check the applicable conditions.

**as defined in our General Terms and Conditions

(1) Existing reservations may be modified subject to availability; the new period of stay may incur a price change.

(2) Please contact the hotel directly to cancel your booking and receive a voucher.

