

GIVING YOU THE CHOICE TO POSTPONE OR CANCEL YOUR STAY

Updated on September 18, 2020

This cancellation policy applies for individual bookings* and replaces all earlier versions.

- **Guests who have made a booking with the flexible rate (reimbursable, modifiable)**

Regardless of the booking date and stay, guests who booked a fully refundable or modifiable rate may cancel or modify ⁽¹⁾ their booking without incurring a penalty ⁽²⁾.

- **Guests who made a booking at a non-flexible rate (non-refundable, non-modifiable) for a stay up to December 31, 2020, inclusive**

Regardless of the booking date, guests who booked at a non-refundable and/or non-modifiable rate will exceptionally have the option of:

- Either modifying ⁽¹⁾ their original booking without incurring a penalty ⁽²⁾ for a new stay at the same hotel at a future date, up to June 30, 2021, inclusive;
- Or requesting a credit note ⁽³⁾ for the total amount of the original booking value, to be used for a new stay in the same hotel on a future date, until June 30, 2021, inclusive.

Special terms and conditions

In regions particularly affected by travel restrictions, the measures issued by each country shall replace the overall commercial policy above**.

These measures may apply to guests who have booked via a travel agency, online booking platform or another third-party channel.

Nevertheless, we encourage our hotels to redirect their guests to the booking entity concerned for any request to modify or cancel a stay.

* As defined in the LOUVRE HOTELS GROUP general terms and conditions of sale, available on our websites.

** Exceptions or restrictions to this cancellation policy may apply to certain establishments and in certain countries, at the hotel's discretion. Please contact your establishment directly to learn more about the applicable conditions.

- (1) Modifications to existing bookings will be subject to availability and may involve a price adjustment, in accordance with the rates applicable to the new period of stay.
- (2) Modifications to bookings will be subject to availability and may involve a price adjustment, in accordance with the rates applicable to the new period of stay.
- (3) To cancel the stay and receive a credit note, contact the hotel directly.