

WHY NAM RESORT BOOKING, CANCELLATION, MODIFICATION & REFUND POLICY

By confirming a reservation with Why Nam Resort, guests acknowledge and agree to the following terms.

1. CANCELLATION POLICY

30 days or more before arrival
Eligible for a 100% refund of the net amount actually received by the Resort, subject to the Refund & Payment Processing Policy below

7–29 days before arrival
Eligible for a 50% refund of the net amount actually received by the Resort.

Less than 7 days before arrival
No refund.

Promotional, special-rate and non-refundable reservations may be subject to different conditions as clearly stated at the time of booking.

2. BOOKING MODIFICATIONS

We understand that travel plans may change.

14 days or more before arrival:
One date change is permitted without a modification fee, subject to availability.

Less than 14 days before arrival:
Changes are subject to availability and Resort Management approval.

Any increase in the room rate for the new dates must be paid by the guest.

If the new dates have a lower rate, no refund or credit will be provided for the difference.

Only one date modification is permitted per reservation unless otherwise approved by Resort Management.

A modification does not restart or extend the original cancellation period. Cancellation eligibility will continue to be determined according to the original reservation and its applicable terms.

Promotional, discounted and non-refundable bookings may not be eligible for modification.

All modifications must be confirmed in writing by Why Nam Resort.

3. REDUCTION OF STAY & EARLY DEPARTURE

Reducing the number of booked nights is considered a partial cancellation and is subject to the same cancellation deadlines and conditions above.

Once the applicable non-refundable period has begun, unused nights resulting from late arrival, early departure or a shortened stay are non-refundable.

4. NO-SHOW POLICY

Guests who do not arrive on their confirmed arrival date without prior written notice will be considered a





no-show.

No-show reservations are non-refundable, and the Resort reserves the right to release the accommodation.

5. REFUNDS & PAYMENT PROCESSING

For all eligible refunds, the refundable amount is calculated based on the actual net amount received by Why Nam Resort.

Payment processing, acquiring bank, card-network, currency-conversion or other third-party charges that are deducted before the funds reach the Resort are not received or retained by Why Nam Resort and are therefore non-refundable by the Resort.

Where this policy refers to a “100% refund” or “full refund,” it means 100% of the net amount actually received and retained by Why Nam Resort, unless otherwise required by applicable law or mandatory card-network rules.

Refunds will normally be returned through the original payment method whenever possible.

6. THIRD-PARTY BOOKINGS

Reservations made through Booking.com, Agoda, Expedia, Airbnb, travel agents or other third-party platforms

are also subject to the booking, cancellation, modification and refund conditions displayed by the respective platform.

Where a third-party platform controls the payment or refund, guests should contact that platform directly regarding amounts collected or retained by them.

7. FORCE MAJEURE & EXCEPTIONAL CIRCUMSTANCES

In circumstances beyond the Resort’s reasonable control - including severe weather, government restrictions, natural disasters or transportation disruptions - the Resort will assess modification or cancellation requests individually.

Any waiver, credit, date change or refund outside the standard policy is at the discretion of Resort Management, subject to applicable law.

8. ACCEPTANCE OF BOOKING TERMS

By completing a reservation and making payment, the guest confirms that they have read, understood and accepted the applicable booking, cancellation, modification, no-show and refund conditions before completing the transaction.

**WHY NAM RESORT MANAGEMENT
by Beam Bungalow**