

## **PALAZZO GRAND CANAL APARTMENTS**

### **6. CANCELLATION BY HOLIDAYMAKER**

If you cancel your booking or if the booking is cancelled by us due to non payment we shall be entitled to the following percentage of the holiday cost:

For the Palazzo Grand Canal apartments:

- From 60 days to 21 days before departure: 50% on the total amount of the stay
- From 21 to 0 days before departure or no-show: 100%
- Should we manage to let the apartment partly or fully for the cancelled dates, you will be reimbursed accordingly, minus any credit card or bank charges.

### **Covid-19**

- FOR ALL DIRECT BOOKINGS (made via Venice Prestige website or reservations phone/email):  
Cancellations affected by COVID-19 Travel Restrictions and acts of war in Italy:

Free date changes. No amendment fees will apply if you are impacted by border closures or proof of COVID-19 infection or war in your country of residence as well as war outbreak in Italy.

For the Palazzo Grand Canal apartments guests will be entitled to defer their booking until 31 December 2024. If guests wish to defer their booking, they will receive a voucher corresponding to the amount already paid. This voucher is only valid for Palazzo Grand Canal apartments and for a stay until 31 December 2024, at the latest.