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Cancellation Policy

- 1.1. *The booking confirmed by the HOTEL, including request for additional services, can be fully or partially canceled by phone +38 (048) 777-03-03, or by writing at the e-mail - booking@vele-rosse.com.ua;*

- 1.2. *The GUEST is entitled to cancel booking confirmed by the HOTEL fully or partially without any penalties at least three days (72 hours) before check-in time;*

- 1.3. *If the booking confirmed by the HOTEL is cancelled by the GUEST less than 24 hours before check-in time or the GUEST did not arrive, the GUEST pays HOTEL a 100% of cost for booked room for three days, and also fully recovers actual expenses incurred by the HOTEL on meeting the GUEST.*