



Booking Policy

Below you will find our general terms and conditions regarding bookings and reservations. If you need more information, please do not hesitate to contact our Front Office. You can send us an email at info@tucanresort.com, call or whatsapp us at +5978503570.

Reservations

Once a reservation has been made, we can hold the booking in the system for up to 24 hours without a deposit.

A reservation is only final when the full amount has been credited to our bank account. You will then receive a confirmation by email.

If no payment is made within 24 hours, the reservation will automatically be deleted from the system.

For international transfers it may take up to 5 working days for the amount to be credited to our bank account, please take this into account.

Special Dates/ Days (subject to change):

December 18 to January 13

Valentine's Day

Mother's Day

Father's Day

Payment options

Payments can be made by bank transfer, both international and national. Or you can pay at our reception, we accept VISA, Mastercard, Maestro and Cash in the currency SRD, EUR and/or USD.

Cancellation Policy

In case of cancellation or change, the guest must notify the resort in writing.

For a regular booking outside the special dates, the following applies:

- In case of cancellation more than 30 days before arrival: full refund
- Cancellations between 30 and 22 days before arrival: 50% refund.
- In case of cancellation 21 days or less before arrival: no refund.

Please note that in the event of a cancellation involving an international bank transfer, the total transfer costs for the refund will be for the guest and not for the resort.

For bookings between December 18 and January, the following cancellation policy applies:

- Cancellation more than 60 days before arrival: full refund
- Cancellations between 60 and 45 days before arrival: 50% refund.
- For cancellations made 30 days or less prior to arrival: no refund.

Once the guest has checked in, no refunds will be made for the nights booked. The full amount will be charged.

In case of no show: no refund. 100% of the amount will be charged.

In proven case of Force Majeur, where the guest cancels outside the stated cancellation period, the guest will receive a credit voucher that must be redeemed within 12 months, if the date is available. Please note: special dates and high season may have a price difference.

The promos and specials are non-refundable.

Change of services

Tucan Resort & Spa reserves the right to modify, suspend or discontinue certain services or any part thereof at any time with or without notice.



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