**Hotel Name**

**Address ,**

**T +966-999-9999999, F +966-999-9999999**

**E:** [**info@mahotels.net**](mailto:info@mahotels.net) **, W: www.mahotels.net**

**Dear ( Guest Name )**

**Thank you for choosing ( Hotel Name ) to make a reservation for ( Guest name ) guest! This is with reference to your conversation with/email to ( Reservation agent name ) regarding the amendment/cancellation/no-show/early check-out of ( Guest Name ) at (Hotel Name ) from date to date. As detailed in the confirmation sent to you earlier, a retention charge will be levied, as this change was made after the cut-off date. The policy as sent to you in your reservation confirmation mail .**

**Cancellation/amendment and no-show policy**

* **To guarantee your reservation, please provide the hotel with your credit card number and the card expiry date. Confirmation for the reservation would only be given on the basis of a valid credit card.**
* **In case there is any no-show or a cancellation/amendment (in part or full), within 72 hours or less from the date of check-in, a retention charge, of 1 night’s applicable room rate, will be levied. In addition, should the guest check- out early, 1 night’s retention will be charged in lieu of the night(s) being released.**

**We will be debiting the credit card provided at the time of the reservation for an amount of Rs plus applicable taxes i.e. 1 night’s room rate.**

**Thanks and Regards,**

**( Reservation Agent )**