

CANCELLATION & REFUND POLICY

At Ligness Green Odyssey, we understand that travel plans may change. Our cancellation policy is designed to be fair to both our guests and the resort.

Standard Reservations

More than 14 Days Before Arrival

- Cancellation is free of charge.
- Any advance payment made will be refunded, excluding bank charges and transaction fees.

7–14 Days Before Arrival

- 50% of the total reservation value will be charged.

Less than 7 Days Before Arrival

- 100% of the total reservation value will be charged.

No-Show Policy

Guests who fail to arrive on the scheduled check-in date without prior notice will be charged the full reservation amount.

Early Departure

No refunds will be provided for unused nights resulting from early departure.

Group Reservations, Weddings & Events

Special cancellation terms may apply to:

- Weddings
- Conferences
- Corporate events
- Group bookings
- Exclusive property buyouts

These conditions will be specified in the event agreement or quotation.

Refund Processing

Where applicable, approved refunds will be processed within 14–30 business days through the original payment method.

Bank charges, currency conversion fees, and payment gateway fees may be deducted from the refundable amount.

Force Majeure

Ligness Green Odyssey reserves the right to offer alternative dates, credits, or amended arrangements in circumstances beyond reasonable control, including:

- Natural disasters
- Extreme weather conditions
- Government travel restrictions
- Public health emergencies
- Civil disturbances

Contact for Cancellations

All cancellation requests must be submitted in writing to:

Email: info@lignessgreenodyssey.com

Phone: +94 76 046 0260

The effective cancellation date will be the date on which written notice is received and acknowledged by Ligness Green Odyssey.