

This Fulfillment Policy outlines the terms and conditions governing the fulfillment of booking reservations placed on websites and OTA platforms we are working with Booking.com, Chargeautomation.com and Bookingautomation.com and all associated websites built by DT Software Ltd for clients where hotel reservations automated payments are set up. It provides information regarding refunds, cancellations, and order processing.

### **Order Processing**

- **Order Confirmation:** Upon placing a reservation on Booking.com, Chargeautomation.com, Bookingautomation.com or a website built by us for direct hotel/villa reservations, you will receive an order confirmation email containing details of your purchase. Including your Names, dates, check-in time and instructions.
- **Processing Time:** Orders are typically processed immediately if the reservation is made within 60 days of arrival. However, processing times may vary depending on factors such as CC processor, Booking.com or other parties involved availability.

### **Refunds and Cancellations**

- **Flexible - 60 days (General) as specified on Booking.com**
- The guest can cancel free of charge until 60 days before arrival. The guest will be charged the total price of the reservation if they cancel within 60 days of arrival.
- The guest will be charged a prepayment of the total price of the reservation within 60 days of arrival.
- **Refund Policy:**
- The guest can cancel free of charge until 60 days before arrival. The guest will be charged the total price of the reservation if they cancel within 60 days of arrival.

Refunds are issued according to the cancellation policy on Booking.com and may take a few business days to appear back to the guest bank account.

**Contact Information** If you have any questions or concerns regarding our Fulfillment Policy, please contact us at [dtsoftwareltdhk@gmail.com](mailto:dtsoftwareltdhk@gmail.com)