



Terms & Conditions Magic Resorts

These terms and conditions are specifically for bookings made through our online Magic Resorts booking system. Please read this document carefully, as we take it as a fact that you agree before booking rooms at one of our Magic Resorts.

If you have any questions, please contact us: info@magicresorts.online.

Cancellation policy

We understand that the possibility that you need to cancel a booking is always there. In any way however, we will apply a cancellation fee based on the following guidelines:

Cancellation from the moment of booking

Cancellation fee will be **15%** of the total amount.

Cancellation within 6 weeks before arrival

Cancellation fee will be **25%** of the total amount.

Cancellation within 4 weeks before arrival

Cancellation fee will be **40%** of the total amount.

Cancellation within 3 weeks before arrival

Cancellation fee will be **50%** of the total amount.

Cancellation within 2 weeks before arrival

Cancellation fee will be **75%** of the total amount.

Cancellation within 1 week before arrival

Cancellation fee will be **90%** of the total amount.

Cancellation within 3 days before arrival (or no show)

Cancellation fee will be the **full** amount.

Please note that for any cancellation, we'll charge € 25 / US\$ 30 administration fee.

In case of a cancellation we will refund the cancellation amount only to the Credit Card used to make the payment for the booking and there will NOT be any other way of refunding.

Cancellation due to a positive test result for COVID-19

In case your holiday can't take place due to a positive result of your swab/PCR test we will apply the normal cancellation fee (see 3.3 for FIT bookings and 4.2 for group bookings), but as you are formally sick, you are entitled to claim your trip with your travel insurance (which is required to enter the Philippines). We are more than happy to discuss a new reservation with you when you're fully recovered.