

**Cancellation Policy for Reservations at Celeste Beach Residences and Spa**

1. Reservations Paid Online: All reservations made and paid online through our website or associated booking platforms can be canceled or modified under the following conditions:
  - Early Cancellations: Cancellations are accepted up to 48 hours before the check-in date (a processing fee of \$50 USD will apply).
  - Late Cancellations: Cancellations made within 48 hours prior to check-in will be subject to a cancellation fee equivalent to one night's accommodation.
  - Modifications: Modifications to the reservation are allowed based on availability and must be confirmed with our reservations team.
  
2. Reservations Paid On-Site: Reservations made without prepayment and guaranteed with a credit or debit card can be canceled or modified under the following conditions:
  - Early Cancellations: Cancellations are accepted up to 30 days before the scheduled check-in date without any charge.
  - Late Cancellations or No Shows: Cancellations made within 48 hours prior to check-in or no shows will incur a charge equivalent to one night's accommodation to the provided guarantee card.
  - Modifications: Modifications are subject to availability and must be confirmed with our reservations team at least 48 hours in advance.
  
3. Cancellation or Modification Procedure: All cancellation or modification requests must be made in writing via email or by contacting our reservations team by phone. Upon confirmation of cancellation or modification, a written confirmation will be sent to the guest's email address provided in the reservation.
  
4. Refunds: Refunds for eligible cancellations will be processed within 7 to 10 business days via the original method of payment used for the reservation. Cancellation fees will be deducted from the total amount to be refunded according to the conditions outlined above.
  
5. Exceptions: Special events, group bookings, or non-refundable rates may be subject to different cancellation and modification policies, which will be communicated at the time of booking.

Final Notes: This policy aims to provide flexibility and transparency to our guests while maintaining fair standards for reservation management. For any questions or further inquiries, please feel free to contact our customer service team at [repcion@celesteresidences.com](mailto:repcion@celesteresidences.com).