

Booking Terms and Conditions

Jeju Shinhwa World – Somerset Resort

1. Room rates quoted are for up to 5 adults, subject to a 10% VAT based on per night per room.

* Ages 13 and above are considered adults.

* Up to 4 children are allowed and extra person charges apply per person.

* Extra bedding (up to 2 sets per room) is available upon request with charge and subject to availability.

* A Room is 3-bedroom Apartment.

2. Maximum capacity is up to 5 adults and 4 children per room and extra person charge apply per person for more than 5 guests.

3. Reservation and cancellation policies, including deposit and refund amounts may differ with some packages or promotions. Refer to specific package and promotion information.

4. Room rates and availability may subject to change. In case of amendment to confirmed bookings, current rates at the time of amendment apply.

5. All reservations must be guaranteed with a valid credit card upon booking. The credit card used for booking must be presented upon check-in for verification purposes. Any charges accrued after check-in must be settled by cash, debit card or credit card upon check-out.

6. A deposit is required for each room booked, in case of any incidental charges that may arise. The total deposit amount required may vary according to number of nights stayed.

7. Check-in and check-out times are after 15:00 (3pm) and before 11:00 (11am) local time, respectively. Early check-in and late check-out are strictly subject to availability and charges apply.

a) For guaranteed early check-in, charges are as follows:

Before 9:00 am (local time) On arrival date	Between 9:00 am - 3:00 pm (local time) On arrival date
1 full night's room charge	½ night's room charge

b) For guaranteed late check-out, charges are as follows:

After 11:00 am - 5:00 pm (local time) On departure date	After 5:00 pm (local time) On departure date
½ night's room charge	1 full night's room charge

8. Special Information

a) No pets are allowed, with except of assistance animals. (Dogs are allowed in Pet-Friendly Room Only.)

b) Under the age of 19 must be accompanied by a parent or a legal guardian upon check-in.

9. General cancellation policy is as follows:

Before 7 days prior to arrival date	Before 6 days ~ 3:00 pm (local time) 1 day prior to arrival date	After 3:00 pm (local time) 1 day prior to arrival date
No charge	20% of first night's charge	100% of first night's charge

* Peak season (Apr to Oct and Dec 23 to Dec 31) / Off-season (off-peak periods)

10. No show policy

A full night's charge is applied for any missed check-ins on dates at booking confirmation. In the case of some packages and promotions, cancellations and/ or refunds may not be permitted. Refer to specific package or promotion terms and conditions.

11. Lost and Found policy

a) All guests bear ultimate responsibility for their own personal items and valuables. The resort management is not liable for any case of lost or misplaced items. However, the management will take all commercially reasonable measures to assist guests seeking lost or misplaced items.

b) When reporting lost items, guest must provide information required for tracking and verification purposes, including room number, name used at registration and accurate description(s) of the item(s) lost.

c) The resort management is not responsible for any left perishables items such as food, fruits or drinks etc. Any such perishables found in rooms or within resort grounds after guests check out and left the resort premises will be disposed immediately.

d) Any other items found will be kept by the resort on defined period. Set retention periods vary according to type of items.

12. Reservation should be registered under actual staying guest and is valid only for own stay. Reservation is non-transferable and name change is prohibited. The resort management reserves the right to cancel or modify reservations if it is suspected that the resort is being used in connection with any fraudulent or inappropriate activities as defined by local law.

13. The resort management reserves the right of final decision in case of any dispute that may arise.

14. These terms and conditions are not apply to group reservations of 5 rooms or more. Please contact our reservation team for details.

Force Majeure Clause

In case of events or conditions beyond the control of Jeju Shinhwa World, Jeju Shinhwa World shall not be held liable or responsible for failure to execute arrangements specified herein. Such events or conditions include, but are not limited to, war, change of statutes of the Republic of Korea, strikes, riots and 'Acts of God'.