

Cancellation Policy

- At the hotel's discretion, a deposit of 50% or 100% of the total amount may be required as a guarantee to confirm the reservation.
- In the case of a required deposit from the client, the reservation is valid but is considered officially CONFIRMED only after the specified payment has been made within 5 business days following the reservation, or within another period determined at the hotel's discretion.
- If payment is not made within the described period, the hotel reserves the right to cancel the reservation.
- The deposit is fully refundable if the cancellation is made 20 or more days before the check-in date.
- For cancellations of a confirmed reservation up to 20 days before check-in, the client will not be charged a penalty, except in cases of reservations made under special holiday packages, where the terms for reservations and cancellations are additionally specified.
- For cancellations made between 20 and 7 days before the check-in date, 50% of the paid deposit will be refunded.
- The paid deposit is non-refundable for cancellations made less than 7 days before the check-in date.
- In case of no-show on the day of check-in, the amount paid in advance for the reservation will not be refunded, and the reservation will be considered canceled.
- In case of a shortened stay, the value of the unused part of the reservation will not be refunded.
- Hotel Complex "Jitomir" reserves the right to cancel a confirmed and paid reservation in case of force majeure and other reasons beyond the control of the hotelier. In such cases, the hotelier will:
 - Offer the client accommodation for another period, maintaining the same conditions and prices.

