

Hotel Cancellation & No-Show Policy Template

A tiered, defensible policy grounded in the Consumer Protection Act 2019 and the Indian Contract Act 1872, ready to adapt into your own booking confirmation, WhatsApp message or website.

NOTICE GIVEN	WHAT YOU OFFER	WHY THIS HOLDS UP LEGALLY
7+ days before check-in	Full refund	Resale is realistic at this notice, so retaining any amount is hard to justify as a genuine loss.
3-6 days before check-in	50% refund	Resale is possible but not guaranteed, so a partial retention reflects real, moderate risk.
0-2 days before check-in	One night retained	Resale is unlikely on short notice, so retaining one night approximates the real loss without penalising the rest of the stay.
No-show	One night retained	Same logic as a last-minute cancellation: the room went unsold for that one night, not the entire booking.

State This Before the Guest Pays

"Cancellations made 7 or more days before check-in receive a full refund. Cancellations made 3 to 6 days before check-in receive a 50% refund. Cancellations made 0 to 2 days before check-in, and no-shows, are charged one night's room rate; the remaining amount is refunded. A documented medical emergency or government-mandated travel restriction is reviewed for a full refund regardless of notice given."

Your Own Reciprocal Commitment

"If we need to cancel your confirmed booking for any reason on our side, including overbooking, we will refund your payment in full and help arrange a comparable alternative for your dates, covering any price difference to a similar nearby property."

Required for bookings taken through your own website under the Consumer Protection (E-Commerce) Rules, 2020, and good practice everywhere else.

Cancellation & Refund Log (print and fill in, or copy into a spreadsheet)

GUEST / BOOKING REF	CANCEL DATE	NOTICE GIVEN	REFUNDED	RETAINED	GST APPLIED

This template is general information for hotel, homestay and resort owners in India, not legal or tax advice. It draws on the Consumer Protection Act 2019, the Consumer Protection (E-Commerce) Rules 2020, the Indian Contract Act 1872 (including *Kailash Nath Associates v. Delhi Development Authority*, 2015) and CBIC Circular No. 178/10/2022-GST on cancellation charges. Adjust the exact windows and amounts to your own property, and confirm the GST treatment of any retained amount with your accountant before relying on this template.