



Hedonisia Hawaii LLC

Refund & Cancellation Form

www.hedonisiahawaii.com  **Phone: 808-430-2545**  **E-mail: admin@hedonisiahawaii.com**

- A. **Pre-Arrival 1-night Cancellation Fee for Guests.** For Fraud Prevention purposes you must print and fill in this form and send in by normal Post with your signature. We charge a one-night cancellation fee because once you book we reserve that space for you. We take no other bookings for this space so when you cancel it means that we have less time to fill that booking. We are also charged by Visa etc to process refunds.
- B. **Arrival-Cancellation Fee.** If you decide upon arrival that you wish to cancel your stay then the same 1-night Cancellation Fee applies.
- C. **Post-Arrival Cancellation.** After the second day of your stay, unless there is something wrong with the lodgings or our service, no refunds are issued. Our rates are very low and we are a small eco-tourist community so we operate on a relatively small budget. Our Refund Policy is already more generous than most hotels so please bear this in mind when making your reservation.
- D. **Compassionate Grounds:** Normally we do not issue refunds or pro-rate lodging cost if a Guest decides to leave after completing the first day of their stay. However, we can make certain humanitarian exceptions and issue a partial refund on a case-by-case basis. When you stay at Hedonisia Hawaii, please understand that you are supporting affordable eco-tourism in Hawaii so have compassion for us too!

Please print and complete this form and send with your signature to:

Hedonisia LLC, 13-657 Hinalo, St. Paho, HI 96778, USA

Name _____

Street Address _____

State _____ City _____ Zip _____ Country _____

Email _____

Telephone _____ Driver Lic. or Passport # _____

Refund Amount = \$ _____

Reason for Cancellation or Refund: (Please use other side of the page if you need to):

1. *Personal Reasons:*
2. *I am moving on to another community.* (Specify if you wish)
3. *I experienced problems with Hedonisia polices or service.* (Please specify):
4. I am requesting a refund under Compassionate Grounds? If so, please specify your reasons.
5. **I have the following Suggestions, Comments or Compliments!**

Signature : _____ Full Name(s): _____ Date: ____/____/____