



BOOK WITH CONFIDENCE

Benefit from our flexible Payment and Cancellation Policy

Due to the uncertainties linked to the current COVID-19 pandemic, Soneva has introduced a new flexible Payment and Cancellation Policy to help guests plan ahead for their dream holiday.

Soneva Fushi

Valid for all one- and two- bedroom villas

Season	Peak	Premium High	High & Shoulder
Payment Policy	Upon confirmation: A non-refundable 25% deposit is required and 100% of the booking is required 90 days before arrival	Upon confirmation: A non-refundable 25% deposit is required and 100% of the booking is required 60 days before arrival	100% full payment is required 30 days before arrival
Cancellation Policy	Non-refundable 25% deposit upon confirmation. 90 days or less prior to arrival: 100% of stay is retained.	Non-refundable 25% deposit upon confirmation. 60 days or less prior to arrival: 100% of stay is retained	30 days or less prior to arrival: 100% of stay is retained

Valid for all three bedroom villas and above

Season	Peak	Premium High	High & Shoulder
Payment Policy	Upon confirmation: A non-refundable 25% deposit is required and 100% of the booking is required 90 days before arrival	Upon confirmation: A non-refundable 25% deposit is required and 100% of the booking is required 60 days before arrival	Non-refundable 25% deposit upon confirmation. 30 days or less prior to arrival: 100% of stay is retained
Cancellation Policy	Non-refundable 25% deposit upon confirmation. 90 days or less prior to arrival: 100% of stay is retained.	Non-refundable 25% deposit upon confirmation. 60 days or less prior to arrival: 100% of stay is retained	Upon confirmation: A non-refundable 25% deposit is required and 100% full payment is required 30 days before arrival.

Soneva Jani

Valid for all one- and two- bedroom villas

Season	Peak	Premium High	High & Shoulder
Payment Policy	Upon confirmation: A nonrefundable 25% deposit is required and 100% of the booking is required 90 days before arrival	Upon confirmation: A nonrefundable 25% deposit is required and 100% of the booking is required 60 days before arrival	30 days or less prior to arrival: 100% of stay is retained
Cancellation Policy	Non-refundable 25% deposit upon confirmation. 90 days or less prior to arrival: 100% of stay is retained	Non-refundable 25% deposit upon confirmation. 60 days or less prior to arrival: 100% of stay is retained	100% full payment is required 30 days before arrival

Valid for all three bedroom villas and above

Season	Peak	Premium High	High & Shoulder
Payment Policy	Upon confirmation: A nonrefundable 25% deposit is required and 100% of the booking is required 90 days before arrival	Upon confirmation: A nonrefundable 25% deposit is required and 100% of the booking is required 60 days before arrival	Upon confirmation: A nonrefundable 25% deposit is required and 100% of the booking is required 30 days before arrival
Cancellation Policy	Non-refundable 25% deposit upon confirmation. 90 days or less prior to arrival: 100% of stay is retained	Non-refundable 25% deposit upon confirmation. 60 days or less prior to arrival: 100% of stay is retained	Non-refundable 25% deposit upon confirmation. 30 days or less prior to arrival: 100% of stay is retained

Soneva Kiri

Valid for all one- and two- bedroom villas

Season	Peak	High & Low
Payment Policy	Upon confirmation: A non-refundable 25% deposit is required and 100% full payment is required 90 days before arrival.	100% full payment is required 30 days before arrival

Cancellation Policy	Non-refundable 25% deposit upon confirmation. 90 days or less prior to arrival: 100% of stay is retained.	30 days or less prior to arrival: 100% of stay is retained
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Valid for all three bedroom villas and above

Season	Peak	High & Low
Payment Policy	Upon confirmation: A non-refundable 25% deposit is required and 100% full payment is required 90 days before arrival.	Upon confirmation: A non-refundable 25% deposit is required and 100% of the booking is required 30 days before arrival
Cancellation Policy	Non-refundable 25% deposit upon confirmation. 90 days or less prior to arrival: 100% of stay is retained.	Non-refundable 25% deposit upon confirmation. 30 days or less prior to arrival: 100% of stay is retained.

Please see the below points with regards to border closure, positive COVID-19 test results:

- If the border of the client's country of residence or the border of the Thailand is closed and the client is unable to travel, Soneva can keep the booking deposit for up to two (2) years to be used for a future stay, or the deposit can be refunded.
- If the client receives a positive COVID-19 test result and is unable to travel, Soneva can keep the booking deposit for up to two (2) years to be used for a future stay, or the deposit can be refunded.