

Sofitel Fiji Cancellation Policies – COVID 19

For all deposits that Sofitel Fiji Resort & Spa have received for Accommodation, Conference & Events, Weddings, Group Bookings etc, **no refunds will be given under any circumstances.**

In the spirit of fairness to both clients and the resort, the following policies will be implemented –

FIT (Individual) Bookings –

For all deposits / payments received for individual bookings (**even those on no change/no cancellation basis**) Sofitel Fiji will allow the booking to be moved to an alternative date within a 12 month period from date of original stay, without any penalty.

We will issue a voucher to you for the amount of deposit paid and this will be offset as a credit on your new booking, which you must book and stay within a 12 month period of your original booking dates.

Any bookings that have not re-booked and stayed with us within a 12 month period from original date of stay, we will then absorb any monies paid as cancellation charges at the end of the 12 month period.

We will only credit the voucher with the net amount received at hotel level for future bookings (this is for any bookings via 3rd parties and OTA's).