BHUTAN SPIRIT SANCTUARY
POLICIES
CANCELLATION
- Cancellations made less than 45 days (peak season) prior to arrival or less than 30 days (shoulder season) prior to arrival will incur full-charge, and any payments made are non-refundable.
- In case of no-show, full-charge will incur, and any payments made are non-refundable.

CHECK-IN / CHECK-OUT
In principle guests can check-in any time after 2PM and check-out any time before 12PM. The Sanctuary however is flexible in check-in and check-out timings for those guests coming in on a morning flight or leaving on an afternoon flight.

CHILDREN
- Infants of 3 years and younger can reside with their parents in their room free of charge.
- Children between 4-11 years of age require an additional fee of US$100, subject to 10% Bhutan Sales Tax and 10% Service Charge, per night.
- Children of 12 years and older require an additional fee of US$250, subject to 10% Bhutan Sales Tax and 10% Service Charge, per night.

EXTRA PERSON / EXTRA BED
- There is a possibility to place one extra bed in the balcony rooms and two extra beds in the terrace Rooms.
- An extra person requires an additional fee of US$250, subject to 10% Bhutan Sales Tax and 10% Service Charge, per night.
- An extra person/bed in the room must be confirmed with our reservations/booking department at the time of the initial reservation.

PAYMENTS
- Although all of the facilities and almost all of the services are included in the room rates, the following items will require a guest to pay extra for: alcoholic beverages, boutique products and international phone calls.
- Payments can be made online, by bank transfer, in cash or by credit card:
  - Online payments can be done with credit cards via a secured online payment link.
  - Bank transfer: The Sanctuary has both Ngultrum and Dollar accounts. Kindly note the party's name, date of arrival and booking travel agent’s name on the bank/wire transfer in the message field. Overseas wire transfer charges (about US$25 per transaction) must be shouldered by the clients. Only the local bank charges will be borne by The Sanctuary.
  - Cash: USD/EUR/GBP/IND/BTN.
  - Credit card: Visa/MasterCard/JCB.