These policies are applicable to bookings and stays from 01.05.20 to 31.12.20.
Reservation/Booking/Cancellation/No-Show

- An initial minimum deposit of 20% of the full amount is required within 14 days of the reservation being made in order to secure it and the balance is due 45 days prior to arrival for peak season and 30 days prior to arrival for shoulder season in order to secure the booking.

- Any last-minute booking will require full payment at the time of booking.

- In the case of postponement, we offer the same conditions for the new booking and stay up to the 31st of December 2021.

- In the case of cancellation, we offer a full refund, without any charges, for stays in 2020.

- Any new bookings with a stay before the 31st of December 2020, can be changed or postponed at no charge up to 24 hours before the arrival date.

- Cancellations will only be accepted in written form via book@bhutanspiritsanctuary.com.

- In case of no-show, full-charge will incur, and any payments made are non-refundable.
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/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

- Online payments can be done with credit cards via a secured online payment link.
- Payments by credit card: Visa/MasterCard/JCB.
- 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.
- Payments in cash: USD/EUR/GBP/IND/BTN.
- Full payment should be received prior to arrival, latest by 45 days for peak season and 30 days for shoulder season.
# Bank Information

## USD Account
- **Beneficiary bank**: Bank of Bhutan
- **Beneficiary USD account**: 100932676
- **Beneficiary account name**: Dragon Spirit Pvt Ltd

## Ngultrum Account
- **Beneficiary bank**: Bank of Bhutan
- **Beneficiary CD account**: 100924869
- **Beneficiary account name**: Dragon Spirit Pvt Ltd

## USD Account
- **Beneficiary bank**: Bhutan National Bank
- **Beneficiary USD account**: 0100076667002
- **Beneficiary account name**: Bhutan Spirit Sanctuary

## Ngultrum Account
- **Beneficiary bank**: Bhutan National Bank
- **Beneficiary CD account**: 0100076667001
- **Beneficiary account name**: Bhutan Spirit Sanctuary