

Hotel Surya Shimla - Refund & Cancellation Policy

Effective Date: July 2026

Hotel Surya Shimla is committed to providing a transparent booking experience. Please read our Refund & Cancellation Policy before making a reservation.

1. Booking Confirmation

Reservations are confirmed only after successful payment or advance payment, where applicable. Guests will receive a booking confirmation by email, phone, or WhatsApp.

2. Cancellation by Guest

- Cancellations made 7 days or more before check-in may be eligible for a refund after applicable payment gateway or processing charges.
- Cancellations made within 7 days of check-in may attract cancellation charges based on the booking terms and season.
- No-shows or same-day cancellations are generally non-refundable.

3. Refund Process

Approved refunds are processed to the original payment method. Refunds generally take 7-14 business days depending on the bank or payment provider.

4. Modification of Booking

Changes to travel dates or guest details are subject to room availability and prevailing room rates.

5. Cancellation by Hotel

If the hotel is unable to honor a confirmed reservation due to unforeseen circumstances, guests will receive an appropriate refund or alternate accommodation assistance, where possible.

6. Force Majeure

Hotel Surya Shimla shall not be liable for delays or cancellations caused by natural disasters, government restrictions, strikes, severe weather, pandemics, or other events beyond reasonable control.

7. Contact for Refund Assistance

Hotel Surya Shimla

Sales & Reservation: +91 7807948200

Landline: 01772801979 / 2658192

Other Numbers: +91 9971964808, 8091575231, +91 9816025819

Email: reservations@hotelsuryashimla.com

Address: Circular Road, Near Victory Tunnel, Shimla, Himachal Pradesh - 171003

Website: <https://hotelsuryashimla.com>