

# POLOSYS HOTELIX - CANCELLATION & REFUND POLICY

## Hotel Subscription & Multi-Day Guest Reservation Policy

Effective Date: October 2026 | Polosys Hotelix PMS

### 1. PMS Software Subscription Refunds

Polosys Hotelix offers a 14-day money-back guarantee on all new annual PMS subscription licenses. Monthly subscriptions can be canceled at any time prior to the next billing cycle without penalty.

### 2. Add-on Modules & Consumables

Purchased add-on modules (Laundry, POS, Inventory, Channel Manager) are prorated to the end of the active billing cycle. SMS and notification packages are non-refundable once allocated.

### 3. Guest Booking Cancellation & Advance Deposits

Guest reservation cancellations and deposit refunds are managed directly by each hotel based on their individual property policies configured in the PMS Reservation Policies module.

### 4. Multi-Day Reservation Protection Rule

For bookings spanning multiple consecutive days (e.g., 15th to 18th), if a guest does not arrive on the initial check-in date (15th), the reservation remains active and valid in the system. The booking will not be automatically canceled or blocked, allowing the guest to check in on any subsequent scheduled date (16th, 17th, or 18th).

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