



The Palace Company Cancellation Policy

Cancellation policies are subject to change. Please be sure to familiarize yourself with the cancellation policies prior to booking clients. This is just a summary of the cancellation policy. Please visit the supplier website on the full cancellation policy as well as the terms and conditions

To view the cancellation policy for Palace Resorts you must go to the Palace Resorts consumer site. Once on the site you are going to scroll to the bottom of the screen and click “help center”. From the help center you will scroll down to where it says “reservations, cancellations, and modifications”. You will click view more under that topic and then search for the cancellation policy question to view the policy.

The cancellation penalties are dependent on the dates that the reservation was booked under, the rate, and the type of booking it is. Regular season and special seasons (holidays) are subject to different cancellation policies. Group cancellation policies may differ. Refer to the group contract to view the group cancellation policy.

The screenshot shows the footer of the Palace Resorts website. At the top, there is a navigation bar with the Palace Resorts logo, a search bar containing 'Beach Palace', a date selector for 'Sun, 27 Apr - Fri', a room and guest selector for '1' room and '2' guests, a 'View Rates' button, a phone number '1-800-986-5632', and a hamburger menu icon. Below this, the footer is divided into four columns. The first column, 'Our Websites', lists links to Moon Palace Resorts, Le Blanc Spa Resorts, Baglioni Hotels & Resorts, Palace Elite, Weddings, Meetings, Travel Agents, The Palace Company, and Transfers. The second column, 'Resources', lists links to Blog Get Inspired, Pressroom, Contact, Best Rate Guarantee, Palace Resorts AP, Help Center (circled in red with a red arrow pointing to it), Privacy Notices and Policies, Sustainability Policy, Hurricane Policy, Terms of Use, and Sitemap. The third column, 'About Palace', lists links to Made by Palace, Palace Foundation, and Earth Inclusive. The fourth column, 'Sign up for special offers', contains a form with fields for Name, Last name, Email, and Country, followed by a 'Submit' button. Below the form, there is a small text line: 'By clicking on "SUBMIT" you agree with the Terms of Use and the Privacy Policy.' At the bottom right, there is a circular icon with a person and a red notification bubble with the number '1'. At the bottom left, there are social media icons for Facebook, X, Instagram, and YouTube. At the bottom center, there is a TripAdvisor logo.