

LeoPalace Resort Guam Cancellation Policy (for COVID-19):

In response to changing marketplace conditions, LeoPalace Resort Guam is committed to ensuring our customers experience flexibility during these challenging times.

Existing Reservation (Cancellation):

For guests with existing reservations for arrival by April 15, 2020, including reservations with non-refundable/non-changeable pre-paid rates, we will allow cancellation without a charge up to 24 hours prior to arrival.

Existing Reservation (Date Change):

For guests with existing reservations for arrival by April 15, 2020, including reservations with non-refundable/non-changeable pre-paid rates, we will allow full changes without a charge up to 24 hours prior to arrival,* as long as the arrival by December 20, 2020. Please note that any changes to existing reservations will be subject to availability and any rate differences.

New Reservation:

For guests making new reservations, including reservations with non-refundable/non-changeable pre-paid rates, between today and April 15, 2020, we will allow the reservation to be changed or cancelled at no charge up to 24 hours before your scheduled arrival date.* Please note that changes to the reservation will be subject to availability and any rate differences.

Third-party Reservation:

Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.

Group Reservation:

For group business, please see terms and conditions of group contracts, and please contact our Sales Department.

*Important Information: Some exclusions may apply. May exclude periods with special event restrictions or peak period. Please ask Reservation Department for more details.