

## General Information

- **Reservation Deadline:** 27 Mar, 2025 (KST). Room availability cannot be guaranteed after this date.
- **Deposit Requirement:** A valid credit card or total room rate deposit is required to confirm your reservation. Without this, the reservation will not be secured.
- **Confirmation:** Once the Housing Bureau (GTN Co., Ltd.) charges total room rate to your credit card or receives the deposit, a confirmation letter will be sent within a week.
- **Room Assignment:** Reservations are processed on a first-come, first-served basis.
- **Check-in/Check-out Times:**  
Standard check-in: After 15:00 / Check-out: Before 11:00 (may vary by hotel).  
Early check-in or late check-out depends on availability and incurs additional charges.
- **Currency:** The standard currency is the Korean Won (KRW). As of January 2025, the exchange rate is approximately KRW 1,465 to USD 1 (subject to change).
- **Group Reservations:** For bookings of more than one room, contact the Housing Bureau directly.

## Payment Information

- Room rates cover accommodation only. Additional expenses (e.g., breakfast, phone calls, minibar) should be paid directly to the hotel at check-out.
- **Credit Card Payments:**  
Total room rate will be charged by the Housing Bureau within a week of the reservation request.
- **Bank Transfer Payments:**  
Transfer the total room rate within one week of reservation to the bank account provided. The remittance fee is borne by the senders.  
Send a copy of the bank transfer receipt to the Housing Bureau for reference.
- **Receipts:** A receipt for room rates will be issued by GTN Co., Ltd. upon request via email.

## Cancellation & Refund Policy for Individual Reservation

- All cancellation or change requests must be submitted **in writing via email** to the Housing Bureau. Requests made directly to the hotel will NOT be accepted.
- Refunds will be processed in accordance with the stated policy, with bank service charges deducted from the refund amount.
- As room rates are charged in Korean Won (KRW), the refunded amount may differ due to exchange rate fluctuations.
- All deadlines and timelines are based on **Korean Standard Time (GMT+9)**

Cancellation Request Dates	Refund Policy
<b>Requests received by 27 Mar, 2025</b>	Full payment will be refundable
<b>Requests received from 28 Mar, 2025</b> No-show and Early Departure	Non refundable * <b>No-Show:</b> Failure to check in without prior notice to the Housing Bureau. * <b>Early Departure:</b> Departure before the reserved check-out date

\* Cancellation policy for group reservations(more than one room) will be applied separately and will be informed later.