

Hyatt Newsroom

Effective for reservations made or changed on or after January 1, 2018, Hyatt will implement a revised minimum cancellation policy that allows hotels to manage guestroom availability more effectively, including offering rooms and upgrades to rooms that would have otherwise gone unoccupied.

This new default cancellation policy requires guests to cancel their reservations at least 48 hours in advance to avoid a cancellation fee. Because each Hyatt hotel may continue to set its own cancellation policy based on local market dynamics and expectations, we always encourage guests to check the cancellation policy at the time of booking. It will continue to be transparently communicated at the time of booking and in guest emails.

While this change is designed to improve room availability, we recognize that flexibility is important and will offer relaxed criteria for our most frequent guests. Beginning with reservations made or changed on January 1, 2018, World of Hyatt Explorist, Globalist or Lifetime Globalist members will be able to cancel up to 24 hours before arrival when the hotel's cancellation policy is 48 hours. This relaxed criteria will apply to all hotels excluding Hyatt Residence Club resorts, Miraval resorts and M life resort destinations and excludes pre-paid and non-refundable rates. It will also not apply when a hotel's cancellation policy exceeds 48 hours.

<https://stage.mediaroom.com/hyatt2/cancellation-policy-2018>