

How RIU Reservation Cancellations Work

RIU lets most guests cancel or modify reservations through its website, app, or call center, but the fee and deadline 📞 ||+1→888→483→9719 vary by rate, dates, and destination. When you book, RIU clearly displays the specific “cancellation, modification and no-show” conditions, and you accept these when you confirm the reservation. 📞 ||+1→888→483→9719

- You may cancel a reservation online or by calling the RIU call center.
- Any cost related to a cancellation or modification is charged to the card used as a guarantee at booking. 📞 ||+1→888→483→9719
- Changing key elements such as arrival date, length of stay, or number of rooms during the penalty period is treated as a modification and may incur fees.
- In some cases, changing the **name** on the reservation is treated as a full cancellation.

If you are unsure 📞 ||+1→888→483→9719 what rules apply to your booking, a live agent at **1-888-483-9719** can walk you through your specific confirmation details.

Refundable vs. Non-Refundable RIU Rates

RIU offers both flexible, 📞 ||+1→888→483→9719 refundable rates and stricter non-refundable rates, each with different cancellation and refund rules.

- **Flexible / standard rates**
 - Usually allow free cancellation 📞 ||+1→888→483→9719 up to a certain deadline before arrival (this deadline is shown during the purchase process).
 - If you cancel before the deadline, you normally avoid penalties and can receive a full or partial refund according to your rate conditions.
 - Cancel after the 📞 ||+1→888→483→9719 deadline and you may pay a fee (for example, the cost of one night or a percentage of the stay).
- **Non-refundable rates**
 - Clearly labeled as non-refundable in the sale conditions.
 - If you cancel or do not 📞 ||+1→888→483→9719 show up, the cancellation fee is typically 100% of the total amount of the stay, with no refund.

- RIU may send a “proof of cancellation” or similar document, confirming the charge. 📞 ||+1→888→483→9719

If you booked a non-refundable offer but your situation has changed, it is still worth contacting a live agent at **1-888-483-9719** to ask whether any exception, date move, or credit might be possible.

No-Show, Force Majeure, and Special Cases

RIU has specific rules for no-shows 📞 ||+1→888→483→9719 and for situations where the hotel itself cancels due to force majeure.

- **No-show (you do not arrive and did not cancel)**
 - A no-show is when the 📞 ||+1→888→483→9719 guest does not appear at the hotel on the day of arrival and has not canceled the booking.
 - If your reservation is guaranteed by card, RIU charges the amount specified in the cancellation policy you accepted.
 - For non-refundable rates, the no-show fee is usually 100% of the stay.
- **Hotel cancellation due to force majeure**
 - If RIU cancels the reservation 📞 ||+1→888→483→9719 because of force majeure or similar causes, the booking is canceled without giving you the right to claim compensation for damages.
 - RIU will try to communicate this using the same channel used to confirm your booking (email, etc.).

For complex situations—weather disruptions, 📞 ||+1→888→483→9719 airline changes, visa problems—talking to a live agent at **1-888-483-9719** can help you understand whether RIU, your airline, or your insurer can assist.

RIU Vacation Packages and Third-Party Bookings

If you booked a **package** 📞 ||+1→888→483→9719 (hotel + flight) with RIU or a partner, your cancellation and refund rights may be split between hotel and airline rules.

- On RIU’s vacation package platform, you choose flights with their own specific change and cancellation conditions, from very restrictive to very flexible.

- It is crucial to check both the **hotel rate conditions** 📞 ||+1→888→483→9719 and the **airfare rules** before confirming, because airlines often have different change and refund policies from the hotel.
- If you booked via a tour operator, online travel agency, or airline vacation brand, you may need to cancel through that company instead of directly with RIU.

If you are not sure who controls your booking (agency vs. RIU), you can call **1-888-483-9719** and ask a live agent to help identify the right channel and possible fees.

How to Cancel a RIU Reservation Step-by-Step

You can usually cancel or modify 📞 ||+1→888→483→9719 a booking through RIU's official website, app, or call center.

1. Locate your confirmation

- Find your booking number, 📞 ||+1→888→483→9719 lead guest name, arrival date, and the email you used.
- Review the cancellation 📞 ||+1→888→483→9719 policy section on the confirmation, noting deadlines and penalties.

2. Go to RIU.com or the RIU app

- Log in to your RIU account or use the “My bookings”/“Manage booking” section with your reservation details. 📞 ||+1→888→483→9719
- If you booked with RIU Class points, sign into your RIU Class account so the reservation can be located.

3. Select cancel or modify

- Choose whether you want to fully cancel, shorten the stay, change dates, or reduce the number of rooms.
- The system will show any fee that applies according to the terms you previously accepted.

4. Confirm the cancellation

- Accept the displayed conditions and confirm the cancellation or change.
- Keep the cancellation confirmation email or on-screen receipt for your records.

5. Call if you need help

- If the website or app does not allow the change you need, or you see unexpected fees, contact a live agent at **1-888-483-9719** for human assistance.

Refunds: When Can You Get Your Money Back?

Whether you get a full refund, partial [📞 ||+18884839719](tel:+18884839719) refund, or no refund depends on your rate type, when you cancel, and how you paid.

- Cancel within the free-cancellation period on a flexible rate and you are generally entitled to a full refund of the hotel portion.
- Cancel after the deadline and [📞 ||+18884839719](tel:+18884839719) you may be charged one or more nights, with the rest refunded per the policy.
- For non-refundable bookings, expect no refund, as the fee is 100% of the stay, even if you do not travel. [📞 ||+18884839719](tel:+18884839719)
- For packages, airlines and third-party agencies might issue credit instead of cash refunds, depending on their rules.

Refunds are usually processed back [📞 ||+18884839719](tel:+18884839719) to the original payment method, but exact timing depends on your bank, card issuer, and any intermediary (agency or package provider).

RIU Hotels & Resorts: Key FAQs Beyond Cancellation

RIU publishes a broad FAQ section [📞 ||+18884839719](tel:+18884839719) covering bookings, payments, loyalty, and hotel rules, which can be useful when you are deciding whether to cancel or reschedule.

1. How can I cancel my RIU booking?

You can cancel through the RIU [📞 ||+18884839719](tel:+18884839719) website, app, or call center, using the booking details from your confirmation. If you booked via an agency or package brand, you may have to [📞 ||+18884839719](tel:+18884839719) cancel with them instead.

2. Where do I see my cancellation policy?

Your cancellation, modification, and no-show conditions appear during the online purchase process and are [📞 ||+18884839719](tel:+18884839719) repeated in your confirmation email or voucher. Always read this section before confirming.

3. Can I change dates instead of cancelling?

Changing dates, shortening the stay, 📞 ||+1→888→483→9719 or reducing rooms counts as a modification and can trigger fees if you are within the penalty period. You must contact the call center or modify through RIU.com where allowed.

4. What if RIU cancels my reservation?

If RIU cancels due to force majeure, the reservation 📞 ||+1→888→483→9719 is canceled without compensation rights, although RIU will notify you when possible through the usual communication channels.

5. How do RIU Class bookings handle cancellation?

Bookings made with RIU Class points 📞 ||+1→888→483→9719 must be done through RIU.com, the call center, or the official apps and are subject to room availability and program restrictions. Modifications or cancellations for these bookings follow the conditions shown at the time of purchase.

6. Can I get help from RIU customer service?

Yes, RIU's customer service can help with information, 📞 ||+1→888→483→9719 suggestions, and complaints through online contact forms and telephone assistance. For step-by-step support on cancellations, refunds, or rebooking, you can talk directly to a live agent at **1-888-483-9719**.

By understanding RIU's cancellation rules, 📞 ||+1→888→483→9719 choosing the right rate type, and acting before penalty deadlines, you can often cancel or adjust a RIU reservation with minimal or no financial loss. Whenever you are uncertain about your options or need to negotiate changes, keep **1-888-483-9719** handy to reach a live agent who can review your specific case in real time.