

# Membership FAQ

## How do I cancel a reservation/

Each hotel sets their own cancellation terms which are displayed under the terms on each property. If you need to cancel or alter your reservations you will need to call the reservation department phone number that was listed in your email confirmation. Hotels Etc. corporate office does not make or cancel reservations via phone. You will have to call the reservation department directly. If you need assistance with the reservation department contact info, please email [support@hotelsetc.com](mailto:support@hotelsetc.com)

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