



### Guest Incidental Authorization Policy

- There is a mandatory incidental deposit taken at check in by either credit card or via a cash deposit. Guests are recommended to activate signing privileges by allowing a deposit of US\$50 per room per day to be authorised on their card (Max US\$350). If the guest declines this service, they will need to pay a fixed amount of US\$150 in either cash or credit card as the authorization. All unused amounts of the deposit will be refunded on departure in BDS dollars.

### Tourism Levy

- From the 1<sup>st</sup> of July the government of Barbados imposed a room rate levy of US\$ 5.50 per bedroom per night. This levy is mandatory and is required to be paid on arrival.

### Smoking Policy

- All areas of the hotel are non-smoking, this includes in all rooms and suites, balconies, corridors, public areas, restaurant and bars. There are designated smoking areas at the entrance and rear of the property. Failure to comply will result in a US\$250 charge to your guest account.

### Tourism Fund

- Please note an optional donation to the Tourism Fund of Barbados will be applied to your account of US\$1 per day which allows guests "give back" to the island in a direct and meaningful way. This donation is at the discretion of the guest and can be accepted or declined at check out.

### Unregistered guests

- Please note that unregistered guests are not allowed into the rooms after ten pm. Any additional guests can be registered at front desk but must be in keeping with the maximum occupancy of the room or suite and may incur a charge.

If you book direct with us ....

#### Cancellation Policy:

- Deposits are non-refundable for cancellations received within 14 days of arrival for stays during the summer and shoulder Seasons **(16<sup>th</sup> April 2018 to 15<sup>th</sup> December 2018)** and 30 days of arrival for stays during winter and Festive Seasons **(16<sup>th</sup> December 2018 to 15 April 2019)**.
- Refunds are not offered for no-shows.
- Should guests leave the resort prior to their original departure date, the charge will be 3 unused nights, in addition to the nights already utilized.
- Credit Card refunds due to reservation cancellations are subject to a US\$25.00 processing fee.
- Ocean Two Resort & Residences encourages all guest to acquire Travel Insurance

#### Deposit by Credit Card

- Please note that the credit card used to make the booking and pay any deposits must be presented at the time of check-in with proof of ID (both photographic and signature).

#### Weather and Travel Delays

- In the event of official airline delays or cancellations for whatever reason, in which results in the guest arriving a day or more later than planned, Ocean Two Resort & Residences will offer a voucher to the value of the night(s) rate. This voucher can be credited towards an extended or future stay.
- In the event of an official severe weather system warning issued for the island of Barbados resulting in closed airports or cancelled flights. Ocean Two Resort & Residences will waive the cancellation penalty and provide a voucher to the value of the full deposit paid towards a future stay.
- All vouchers for future stays are valid for 1 year from the original booking date.
- Guest are advised to have comprehensive travel insurance in place for such unexpected circumstances.