

SAINT LUCIA HOTEL ASSOCIATION HURRICANE GUARANTEE



The island of Saint Lucia is rarely affected by hurricanes, however, hotel operator members of the Saint Lucia Hotel Association and Tourism Association created the Holiday Guarantee so you can book with confidence any time of year.

This unique Holiday Guarantee covers cancellations made prior to arrival and if vacation time is cut short because of a hurricane.

As soon as a hurricane warning is in effect for Saint Lucia, guests may cancel their vacation at many of Saint Lucia's hotels.

THE FOLLOWING HOTELS ARE PARTICIPATING IN THE HOLIDAY GUARANTEE:

- Coco Palm • Papillion • The Royal • Harmony Marina Suites • Hotel Chocolate • Ti Kaye
- Villa Beach Cottage • Bay Gardens • Cleopatra Villas • Windjammer • Stonefield
- Sugar Beach, A Viceroy Resort • Villa C'est La Vie • Marigot Beach Club & Dive

FOUR (4) HOTELS HAVE THEIR OWN HOLIDAY GUARANTEE:

- Harmony Marina Suites • St. James Club • Calabash Cove • Castles in Paradise

For detailed property guarantees, please visit the designated property website or contact them directly:

The island's Holiday Guarantee takes the worry out of booking so you can look forward to your vacation and enjoy every minute while you're here.

HOLIDAY GUARANTEE TERMS & CONDITIONS

DEFINITIONS

"Member Hotels" – These are the Saint Lucia Hotel and Tourism Association hotel members participating in this program.

- "Guest" – Guest staying at member hotels; excludes guests under a group booking
- "Hurricane" – Storm being classified as a hurricane category force storm i.e.
 - Category 1 (74-95mph winds)
 - Category 2 (96 -110mph winds)
 - Category 3 (111-130mph winds)
 - Category 4 (131 -155mph winds)
 - Category 5 (156mph and over winds)

Does not include tropical storms (wind speeds less than 74mph)

TERMS

1. In the event that a hurricane warning is issued by the Saint Lucia Meteorological Service (MET): guest will be permitted to cancel their reservation without penalty. Deposits may be applied to any future bookings.
2. Group booking cancellations will be handled on an individual basis in accordance with the group contract.
3. In the event that a member hotel is not able to continue its operations due to damage incurred by a hurricane (as determined by the Saint Lucia Meteorological Service), the member hotel will invite the guest to return for a complimentary stay within one year from the reopening of the member hotel.
4. Restrictions: The replacement stay must be taken within one year from the reopening of the member hotel and will be in an equivalent room category to the one originally booked, and will be subject to certain blackout dates and availability. This offer is subject to change and may be withdrawn at any time without notice. Other expenses including, but not limited to, airfares, F&B incidental room charges are not included or covered by this guarantee.

APRIL, 2018