



## RESIDENCES BOOKING TERMS & CONDITIONS

### 1. *Introduction*

Your reservation and accommodation agreement made with Glossy Bay Marina Limited trading as Sandy Lane Yacht Club & Residences (SLYCR), whether directly online or by telephone or indirectly via a third party, will be subject to these Reservation Terms and Conditions.

### 2. *Minimum Age*

You must at least 18 years of age to reserve accommodation and check in.

### 3. *Confirmation of Reservation*

A valid credit card and confirmatory email is required to secure and guarantee your reservation.

#### *Credit Card Authorisation*

It will be necessary for you to provide credit card details and pre-authorisation of 1 (one) night of your stay to secure a residence reservation. Debit cards are not accepted unless full stay payment is taken up front. The credit card may then be used by SLYCR for payment of the deposit as advised at the time of booking or as a guarantee for future payment e.g. in the event of a no-show, a cancellation or a change to the reservation or other amounts payable related to the reservation.

#### *Festive Period*

A full non-refundable prepayment for the booking is required no later than 1<sup>st</sup> October 2020 and if not received, the reservation will be cancelled and the deposits forfeited.

#### *Confirmatory email*

SLYCR will send you a confirmatory email normally within 24 hours of receipt of reservation request to confirm booking. Should you not receive this, please call SLYCR Reception at +1 784 533 0000

### 4. *Acceptance of Terms & Conditions*

The reservation is deemed to be made on issue of the confirmatory email and the Terms and Conditions are deemed automatically accepted within 24 hours of issue of said confirmatory email.

### 5. *Third Party Bookings*

If you make or have made a reservation via a third party, then you have a separate legal relationship with that party and SLYCR has no liability for any acts or omissions of such party including their observance of your data protection rights.

### 6. *Rates*

All rates quoted are on a room only basis per day and are based on published occupancy for the selected days. These rates include Value Added Tax. The rates do not include the Climate Resilience Levy of US\$3 charged to each suite and villa nightly and credit card charges may also apply. Any increase in or new applicable taxes, levies and surcharges will be borne by the guest including previously confirmed bookings and reservations.

### 7. *Check-In / Check-Out*

Our check in time is 3:00 p.m. and our checkout time is 12:00 noon. Early check-in and late check-out supplemental charges may apply.



8. ***Covid-19***

The safety of our guests and team members are of paramount priority for Sandy Lane Yacht club & Residences and we are following all rules and regulations issued by global and local government closely.

9. ***Room Cleaning & Servicing***

Housekeeping service is provided daily, fresh linen and towels are provided every two days.

10. ***Special Requests***

Whilst every effort is made to fulfil any particular requests which you may have in relation to your stay with us, we cannot guarantee that we will be able to meet any particular requests which you may make and our failure in this regard will not constitute a breach of contract.

11. ***Billings & Currency***

All billings and charges are in US Dollars and are subject to foreign exchange rate fluctuations and/or rates prevailing in your country on the date of transaction. Any refund or deposit reimbursement would be exclusively issued in US Dollars and will be subject to the exchange rate applied by your card provider at the time of any such refund.

12. ***Cancellation and No-Show***

***General***

In the event of a non-arrival or no show, your deposit equal to the value of 1 (one) night for the accommodation (**Cancellation Fee**) will be applied to compensate the hotel for loss of earnings.

***Cancelling your reservation***

Reservations need to be cancelled at least two calendar days before the scheduled arrival date, or you will be charged a one-night penalty.

***Non Transferrable***

Your reservation and any deposit, payment, etc. once confirmed is non-transferrable.

13. ***Guest Complaints***

Any complaint or comment regarding a stay at SLYCR should be made in the first instance to the Residence's duty manager at the time of your stay so that we can attempt to resolve it immediately.

14. ***Guest Behaviour***

SLYCR reserves the right at any time to terminate your stay or that of any member of your party due to misconduct, where justified in their reasonable opinion. No refunds will be given and SLYCR shall not be under any obligation whatsoever to pay compensation or meet any costs or expenses you may incur as a result of your stay being terminated. You will also be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

You will be responsible for any damage to the property or its contents caused by your or your guests during your visit and SLYCR will be entitled to charge your credit card for same. At all time, we expect our valuable guests to follow law of St Vincent & Grenadines.



15. *Smoking*

At SLYCR all indoor areas including guest accommodation and balconies, restaurants and bars are designated as non-smoking areas. If the smell of smoke is detected in the room during your stay or immediately after departure, a penalty in the amount of US\$300.00 per night will be added to your bill for the duration of your stay.

16. *Alcohol Policy*

Guests under the age of 18 years old are not permitted to consume alcoholic beverages in any of our bars within the Resort. If necessary, our Bar Team has the right to request proof of age and or to deny service.

17. *Dress Code*

We respectfully request that our Guests dress appropriately when enjoying our facilities and advise that clothing suitable for the pool and beach should not be worn in Foxy Jacks at any time or in Shenanigans in the evening time.

18. *Plaza Gym & Pool Facilities*

These facilities are reserved for Residences Guests aged below 16 years old must be accompanied by an adult.

19. *Visas & Passports*

Travel to St. Vincent & the Grenadines requires a valid passport with a minimum of six months' validity.

Pre-entry visa application may apply for Saint Vincent and the Grenadines.

For more information: [www.gov.vc/](http://www.gov.vc/)

20. *Photography & Video Recording*

No commercial photography or video recording is permitted in the Resort, which includes the Residences area, the Gym and the restaurants, except for photographs or videos taken solely for personal use which are not sold or used for any commercial or public purpose.

21. *Data Privacy*

Please be advised that any personal data provided by guests to us in relation to staying at SLYCR may be processed in accordance with the Privacy Policy. For further information on how we process and take care of your personal data please see the Privacy Notice on our website. You may request a printed version of the Privacy Notice at the reception desk.

22. *Right to Amend*

SLYCR may revise, alter or delete any part of these Terms and Conditions at any time without prior notice.

23. *Force Majeure*

SLYCR will not be liable for any change or cancellation of any reservation that is caused, in whole or in part, by events, occurrences, or causes beyond the control of SLYCR. Such events, occurrences, or causes include without limitation acts of God, terrorist activities, pandemic, weather, hurricanes, strikes, lock outs, riots, acts of war, earthquakes, volcanic activity, ash clouds, fire and explosions.

24. *Limitation & Indemnity*

Although every effort has been made to ensure the accuracy of the information contained online, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured online at any time.



You shall indemnify and hold SLYCR harmless in respect of any liability, loss, damage, cost and expense of any nature arising out of, and/or in connection with the acceptance of the reservation by SLYCR. To the extent permitted by law, SLYCR shall not be liable for any losses, damages, costs or expenses incurred by you as a result of any cancellation of the reservation by SLYCR.

**25. *Laws & Jurisdiction***

Any dispute or claim arising out of or in connection with your stay at SLYCR shall be governed by and construed in accordance with the laws of St Vincent & the Grenadines.