



## **TERMS AND CONDITIONS**

### **CONFIRMING YOUR RESERVATION**

By making a reservation, you are stating that all persons occupying the accommodation have accepted these Terms and Conditions of this Rental Agreement. The person making the reservation will be responsible for the full cost of the accommodation and any other charges incurred.

### **PAYMENT**

Minimum of 50% of agreed accommodation charge is required at the time of reservation. Unless confirmed otherwise writing from us, your reservation will not be considered confirmed until payment is received.

### **ARRIVAL DETAILS**

Once your reservation is confirmed you will receive an email from us requesting information about your arrival. It is important that you respond to this email so we can make sure you get to our location easily and safely and so our team can prepare for your arrival. Failure to respond to this email may result in the cancellation of your booking.

### **CANCELLATIONS AND CHANGES**

Up to 30 days prior to arrival cancellations will be refunded in full.

Between 30-14 days before arrival cancellations will be refunded 50%.

Cancellations after 14 days before arrival will not be refunded.

All refunds will be made in USD. Amounts you receive may vary due to changes in the exchange rate or bank charges.

Manicou River will make every effort to assist you if you need to amend your booking. All amendments must be confirmed in writing. The requested amendment may be taken as a cancellation, in which case the normal cancellation charges detailed here will apply.

Any cancelled nights after the first date of the reservation has commenced will be charged in full. Unfortunately we cannot offer refunds for late arrival due to travel delays.

We strongly recommend you take out travel insurance to cover travel delays.

### **MAXIMUM OCCUPANCY**

Only the persons named at the time of booking are entitled to stay on the resort without prior arrangement. Maximum occupancy for all cottages is 2 persons except by prior arrangement.

### **INSURANCE**

By making a reservation with us you declare that you are covered by your own insurance for any direct or indirect injuries that may occur on the property and will not make any claim against the owners relating to these. Your personal belongings are not insured by us while on the property. We recommend you take travel insurance that covers you for loss or damage of your personal belongings.

### **REASONABLE CARE**

We expect that you will take good care of your cottage and the property during your stay. Missing items or damage to structure or contents deemed by management to have occurred due to lack of reasonable care may result in additional charges being added to your bill.

Throwing of any waste including food scraps and cigarette butts from the cottage windows or balcony or anywhere on the grounds is strictly forbidden.

Reasonable care includes, but is not limited to, following fire safety, water and power conservation and septic tank guidelines provided in the folder in your cottage.

### **QUIET ENJOYMENT**

We would like all our guests to enjoy a peaceful, relaxing stay at Manicou River. Please be mindful of other guests by not making excessive noise in your cottage or in the car park.

Management reserves the right to evict any persons who persist in creating disturbance for other guests.

Manicou River Resort Ltd, Tanetane, Portsmouth, Commonwealth of Dominica, +1767 616 9343