

SAINT LUCIA HOSPITALITY AND TOURISM ASSOCIATION HURRICANE GUARANTEE

The island of Saint Lucia is rarely affected by hurricanes, however, hotel operator members of the Saint Lucia Hospitality 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 without penalty.

HOLIDAY GUARANTEE TERMS & CONDITIONS DEFINITION

"Member Hotels" – These are the Saint Lucia Hospitality 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 This offer is subject to change and may be withdrawn at any time without notice.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.