



HADCO EXPERIENCES

# OUR ECOLOGE POLICIES/HOUSE RULES

## MAYARO BEACH HOUSES

We invite you to refer to the following information for guidance on our policies prior to your stay at our **Mayaro Beach Houses - Immortelle House, and Shearwater House.**

### CHECK-IN, CHECK-OUT, AND SECURITY

- All check-ins are at 3:00 p.m. AST daily.
- Guests checking into the beach house must be at least eighteen (18) years of age.
- All guests under the age of eighteen (18) are required to be accompanied by an adult.
- Check-outs are at 12:00 p.m. AST.
- Guests will be issued one bunch of keys that will be used to access the property. **The keys for the Beach House are to be picked up at and returned to HADCO's Administration Building at HADCO's Head Office in San Juan.**
- Please ensure that rooms are thoroughly secured before heading out.
- There is a security system that includes an alarm in the house. The code for the alarm will be shared once the reservation is confirmed. When checking out, please pull all the doors in. There is no need to lock the doors, just pull them in. Please ensure there is a green tick on the system, and then you can reenter the code.
- Please ensure that all appliances are turned off or unplugged where applicable before you depart.
- HADCO Experiences does not accept liability for lost or missing items during your stay.

### EARLY ARRIVALS AND LATE DEPARTURES

- Early check-in or late check-out is subject to availability on the day of arrival or departure.
- We ask that guests notify our Reservations Desk as far in advance as possible regarding requests for early arrivals or late departures (late departures are an additional cost).

### RATE INFORMATION

Both Immortelle and Shearwater Houses are **TT \$1,500.00 per house, per night**. Each house is equipped with sheets, towels, some cleaning supplies, pots, pans, dishes and utensils.

Changes to the dates of stay, the number of guests per room, or number of rooms confirmed may change the rate and/or required payment of cancellation fees.



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### **PAYMENTS**

- Bookings can be requested via email or telephone.
- A fifty per cent (50%) deposit is to be made within forty-eight (48) hours of receipt of invoice from HADCO Experiences and where applicable, proof of payment sent.
- Confirmation can only be given following the submission of proof of payment.
- Final Payments are to be made at least two (2) weeks before arrival. If the reservation is being made within two weeks of the stay, a full (100%) payment is required.

### **CANCELLATIONS AND NO-SHOWS**

- Cancellations can be made up to forty-eight (48) hours prior to arrival without penalty.
- Cancellations under forty-eight (48) hours prior to arrival will be subject to one (1) night's charge, per person.
- Rooms not occupied by 11:00 p.m. AST on the day of arrival will be seen as No-Show, unless the hotel has been informed of a late arrival.
- No-show reservations are subject to one (1) night's charge, per person.

### **CHILDREN**

- Children under sixteen (16) years of age must be accompanied by an adult eighteen (18) years of age or over at all times and shall not be left unattended on the property at any time during their stay.

### **NOISE POLICY**

- Guests must be mindful of their noise levels so as not to disturb the neighbours. In the event of a disturbance, one polite request (warning) will be issued to reduce the noise. If our request is not followed, the guest(s) will be asked to leave without refund.

### **SMOKING POLICY**

- We are happy to offer a smoke-free environment.
- This includes the use of cigarettes, cigars, E-cigarettes, vaping, and any other form of smoking.
- Please note that a minimum fee of USD 450.00 will be charged if smoke is detected.

### **CLEANING AND CLEANLINESS POLICY**

- Pets are strictly not allowed.



## H A D C O E X P E R I E N C E S

### **GREEN AND ECO-FRIENDLY POLICY**

- Please switch off the lights when you leave the guestroom.
- Avoid taking long showers.

### **GENERAL INFORMATION**

To make your stay more enjoyable please adhere to the following:

- In case of thunderstorms or rain, please take precautions.
- Adults must always supervise their children in all areas.
- Trespassing beyond property limits is strictly prohibited.
- Plants may not be removed from property.
- Please be mindful to preserve the environment and protect our flora and fauna during your stay.
- HADCO Experiences maintains policies to fight any type of sexual exploitation of children and adolescents and supports the Children's Act of Trinidad and Tobago that sanctions this type of human exploitation, as we consider that sexual exploitation of human beings violates the fundamental objective of tourism. HADCO Experiences will terminate immediately any contract with a company that in one way or another contributes to facilitating or promoting sexual exploitation. Additionally, we reserve the right to cancel or curtail reservations for guests with inappropriate conduct, or guests that due to his/her conduct may disturb or affect services to other customers.