

Grand Palladium Hurricane Policy

IN HOUSE GUESTS DEPARTING EARLY: Guests who choose to depart early from the destination will be "credited" for the unused nights that can be applied towards a future stay.

If there is a need to issue a reimbursement for the unused nights will be at the applicable "contract" rate for the specific nights not used.

GUESTS SCHEDULED BUT UNABLE TO DEPART: Guests who are unable to depart due airport closures will be offered accommodations based on the applicable net contract rates. Each additional night will be at the rates indicated by brand on a USD per person per night all inclusive basis to be paid directly at the hotel.

GUESTS SCHEDULED BUT UNABLE TO ARRIVE: Guests who are unable to arrive due to cancellation of flights or airport closure will be able to arrive on a later date with the following options:

- * Arrive on first available flights after the storm and simply take the same number of nights confirmed at the same rate based on hotel availability
- * Hold a credit of the unused nights for a future stay valid one year from original arrival date and for the same hotel.
- * Refund on hotel portion without penalty.

GUESTS CHOOSING TO RESCHEDULE AT THE SAME RESORT: Hotel will honor the current rates up to just prior to Christmas during the same calendar year based upon availability. In no case will these dates include Christmas Eve, Christmas or any time between Christmas and New Year's Day, Thanksgiving Holiday and Presidents Week

GUESTS CHOOSING A DIFFERENT DESTINATION: Guests can choose to enjoy their holiday at other resorts within the brand that are not adversely affected by weather at the time of travel. These rooms will be protected at your originally confirmed rate subject to availability.