



POLICIES:

Couples Resorts accommodates couples only and guests must be 18 years of age to book and stay at any of our resorts.

There is a minimum length of stay requirement of 3 nights. During Peak season, which is defined as Dec 26-Jan 2, minimum length of stays varies depending on resort. Minimum length of stay can be changed at any time for any period.

Accommodation photographs are only a representation of the room category as actual room floor plans may vary.

DEPOSIT:

Couples Resorts is pleased to offer two deferred payment plans available only through Couples.com.

(a)Traditional Deposit

Hotel only: At time of booking a 2-night deposit is required in addition to full payment of any optional items (eg: Tours, Spa treatments, etc).

Hotel & Air: At time of booking a 2-night deposit is required in addition to full payment of flights and full payment of any optional items (eg: Tours, Spa treatments, etc).

Final payment is due 14 days prior to arrival. During Peak season, which is defined as Dec 26 – Jan 2, final payment is due 45 days prior to arrival.

(b)“LoveAway” Payment Plan:

Hotel only: At time of booking 100USD deposit is required in addition to full payment of any optional items (eg: Tours, Spa Treatments, etc).

The date that the reservation is confirmed will determine subsequent payment dates. Every 30 days, the guest's credit card will be automatically charged 100USD. This process will be repeated each month until approximately 14 days prior to arrival when final payment is due at which point the remaining balance on the reservation will be charged.

Air&Hotel:** At time of booking 100USD deposit is required in addition to full payment of flights and full payment of any optional items (eg: Tours, Spa Treatments, etc).

The date that the reservation is confirmed will determine subsequent payment dates. Every 30 days, the guest's credit card will be automatically charged 100USD. This process will be repeated each month until approximately 14 days prior to arrival when final payment is due at which point the remaining balance on the reservation will be charged.

All deferred PAYMENT plans require the full amount due 14 days prior to arrival. The credit card that was used for the initial payment(s) will automatically be charged any balance due.

** Per airline policies and rules, airfare must be paid in full at the time of the purchase.

IMPORTANT CREDIT CARD NOTICE:

(a) Credit card statement

For hotel only purchases, credit card statements will reflect a charge from Issa Hotels and Resorts. For purchases of hotel and air package, credit card statements will reflect 2 charges, an airline ticket charge directly from the airline and a separate charge from Issa Hotels and Resorts for the hotel portion.

(b) Non-payment. Credit card declined – air and hotel purchase

There is a delay between the time a booking is completed and when the airline actually charges the guest's credit card. In the event that a credit card is declined, an email notification will be sent to the guest. If Couples Resorts is unable to collect the payment, the airline ticket will not be issued and the reservation will be cancelled. If during that time the airfare rate expires, Couples Resorts is not responsible for any rate increases.

FLIGHT RECONFIRMATION

The airline can modify flight schedules at any time. Couples Resorts will attempt to forward such notifications to the guest email provided at the time of booking. It is the passenger's responsibility to reconfirm their flight with the airline 24 hours prior to the travel date (by checking directly on the airline website or by phone). Couples Resorts is not responsible for missed flights due to flight schedule changes.

CANCELLATION POLICY

HOTEL: Cancellations up to 15 days prior to arrival will not incur any penalties as the hotel portion is refundable during this time. Cancellations up to 14 days prior to arrival will incur penalties of 100% of the hotel price. Refunds are not issued for late arrivals or early departures. During peak season which is defined as Dec 26-Jan 2, cancellations up to 46 days prior to arrival will not incur any penalties as the hotel portion is refundable during this time. Cancellation up to 45 days prior to arrival during peak season will incur penalties of 100% of the hotel price.

OPTIONAL ITEMS: tours, spa treatments, or other optional items are payable in full at the time of the booking, however are refundable up to 15 days prior to arrival. Cancellation of optional items up to 14 days prior to arrival, are non-refundable.

*Trip Insurance is non-refundable from the date of purchase

AIRLINE TICKET*: Airline tickets are non-refundable. All changes are subject to the airlines rules and conditions and fees will apply. Name changes are not allowed.

*Couples Resorts is not responsible for airline unconfirmed segments. If such situation arises, Couples Resorts reservation staff will work with the guest and the airline representative to resolve the issue. If an alternative flight and pricing is not acceptable, the airline ticket will not be issued and collected payment will be refunded. There is a short delay between the time the booking is made, when the credit card is charged and when the airline ticket is issued. Some airlines may require instant purchase. In some very rare occasions airfare may increase between the time the booking transaction was completed and the airline ticket is actually issued. Couples Resorts is not responsible for airline fare increase. If such situation arises, Couples Resorts will try to negotiate a rate adjustment, however, if unsuccessful guest will be contacted and advised that guest may pay for the fare increase or cancel the booking and the ticket will not be issued and collected money will be refunded.

BEST DEAL GUARANTEE*:

After a direct guest has confirmed a Hotel only booking and finds a better deal during the same confirmed travel dates, Couples Resorts may agree to authorize the better deal, without penalty. Within 24 hours of flight purchases, if a direct guest finds a better deal with the same flight itinerary, Couples Resorts may agree to authorize the better deal, without penalty. Couples Resorts request for the change must be made with a travel agent or by calling 1.800.COUPLES. Please note that Couples Resorts reserves the right to limit the guarantee to certain offers and restrictions may apply. Best Deal is defined as the total value of nightly hotel only rate, plus added value offers.

TRAVEL INSURANCE:

Travel insurance is offered only to US and Canadian residents and is non-refundable. For details please consult this link: <http://www.tripmate.com/wpA438C>