



## Hurricane Season Cancellation Policy

While the possibility of a hurricane directly affecting most areas of the Caribbean in any given year is improbable, it is important to recognize possible concerns around travel to the Caribbean during the Hurricane Season. We at Eden Roc desire to provide reassurances to all travel partners, clients, and prospective travellers.

Eden Roc Cap Cana has remained unaffected by hurricanes since its opening in 2012.

We are pleased to announce that in the event of a hurricane warning issued for the Dominican Republic from June 30th – to October 30th, 2022, our property will offer all travel partners and travelers the option of *using deposits or payments toward a future stay with no penalty*.

Special conditions:

- Suppose a guest is already staying at Eden Roc Cap Cana under a hurricane warning and needs to extend the stay beyond the original departure date due to airport closure or airline cancellations. In that case, we will offer special pricing for the remaining of their stay.
- If a guest departs early from the hotel or destination as a hurricane warning occurs, guests will not be charged for unused nights or services.
- If flight cancellation occurs, our guests will be able to re-schedule at no penalty for a later date.

Our conditions will extend to the stays booked via online travel agencies, travel wholesalers, tour operators, and other third-party sites.

If a significant warning is issued, the hotel suggests that all arriving guests re-schedule their visit until after the storm has passed. There will be assured a full credit for future travel. The hotel will guarantee the original rate (and category, if available), regardless of travel dates.

Additionally, we strongly recommend the purchase of travel insurance for every trip to minimize any potential financial loss.

Thank you all for your preference, and we look forward to welcoming you to Eden Roc Cap Cana!

Best regards,

**Stefano Baratelli**

Managing Director

