

General Terms and Conditions

Check-in procedure

Check-in time is from 12:00 a.m. until 8:00 p.m.

Late arrivals must be notified within 24 hours.

Any request should be made by email to admin@paradisenaissuites.com, or by phone at +1-(829)-631-6538.

For check-in it is mandatory to present:

Identity document (passport or cedula) of all guests over 14 years of age.

Booking voucher. If you have made your reservation through a travel agency, it is essential to bring the printed voucher. The hotel needs a copy for check-in.

Valid credit or debit card. The hotel reserves the right to request a cash guarantee if you do not have a valid credit/debit card.

Upon accepting the key and access to the room/s, you acknowledge that you have read and agreed to the general terms and conditions of the hotel. These terms and conditions are considered part of the contract for additional services. Using any of these services implies that you fully accept, without any reservations, all the clauses mentioned in the terms and conditions.

Payment is due at check-in for reservations made by phone. Transactions under \$10.00 USD must be paid in cash. Payments below \$10.00 USD will not be processed by credit or debit card

Guests wishing to prepay via bank transfer or deposit should contact the hotel prior to booking.

Forms of payment

We accept payments via bank transfer, credit card, or debit card. Payments by bank transfer must be completed at least seven days prior to arrival. Visa and Mastercard are accepted

Check-out procedure

Check-out must be done before 11:00 a.m. on the day of your departure. In case of late check-out, the hotel may apply a late check-out fee, which will be based on your departure time.

There are two late check-out options: a complimentary check-out option available from 11:00 a.m. to 3:00 p.m. for 20% of your daily room rate and an extended late check-out option available from 3:00 p.m. to 6:00 p.m. for 50% of your daily room rate. This service is subject to availability and must be agreed upon in advance.

If guests depart without settling their room account, the outstanding charges, including a 2% surcharge, will be applied to the credit card provided at check-in.

Breakfast schedule

Breakfast is included in all rates and served from 8:00 a.m. to 10:00 a.m. If you need an early breakfast (before 8:00 a.m.), you must request it 24 hours in advance at the front desk.

External diners are allowed to the hotel guests. Check prices at reception. Availability must be requested and booked in advance.

Guests who are not registered in the reservation

Any "extra" person (from adult #2 and up) not registered on the reservation must pay the corresponding supplement upon arrival at the hotel.

No additional people are allowed in the rooms than the regulations allow per room.

Due to the lack of availability of new distribution, we recommend you book the corresponding rooms for the total number of people to avoid any problems upon arrival.

If additional people are introduced into the rooms without adequately registering them outside the check-in time, whether or not they sleep in the existing beds will not only result in the charge of the additional person but also an increase of 2% on the supplement.

The supplement per additional person is \$60.00 USD.

Booking conditions. Cancellation. End of stay.

Booking conditions.

Please read and accept the terms and conditions carefully when making a reservation. If you book through our website, your credit card will be charged for the total amount. If you book via email or phone, the same conditions apply. We'll send you a confirmation email with the reservation details and number. If you don't receive it, please ask us for a copy. If you book through a travel agency, please read their conditions, as they work independently.

Cancellations

Our online offers generally allow free cancellation up to 7 days prior to arrival, but some non-refundable offers may also be available with an additional discount. Please read the booking policy and cancellation clauses before accepting the terms and conditions. The hotel will charge the corresponding amount to the provided credit card for late cancellations. The hotel reserves the right to cancel reservations it deems fraudulent, mass bookings, or with erroneous personal information. For invalid credit card details, the hotel may request new information or cancel the reservation.

Cancellation Policy

If you cancel seven days prior to your arrival date, there will be no charge.

If you book less than seven days before your arrival date and cancel within 24 hours of booking, you will receive a full refund.

If you cancel after seven days prior to your arrival date, you will receive a 50% refund.

If the cancellation is made less than 24 hours prior to the scheduled arrival date, no refund will be made.

If you do not show up on the date agreed upon for your reservation (no-show), no refunds will be issued.

Late Arrivals:

If you anticipate arriving later than your scheduled check-in time, please inform the hotel as soon as possible. We will do our best to accommodate late arrivals, but we need prior notification to guarantee that your room will be held after the no-show time.

Special Circumstances:

We understand that there may be unforeseen circumstances leading to a no-show. If you could not arrive as planned due to emergencies, be sure to contact the hotel at your earliest convenience. We will review each case individually and may waive the no-show fee at our discretion.

Cancellation policy for extended stays

This cancellation policy applies to all reservations with a stay of 28 days or longer and overrides our standard cancellation policy.

You must cancel at least 28 days before your arrival date to receive a full refund. If you cancel less than 28 days before your arrival date, we will receive a 100% refund for all nights booked.

If you book less than 28 days before your arrival date, you will receive a full refund if you cancel within 48 hours of booking. If you cancel after that time, we will receive 100% of all the nights you have booked or stayed in our accommodation plus the amount corresponding to all the remaining nights.

Cancellations after Check-in

Once the check-in is completed, there are no refunds. The hotel has the right to manage and terminate the accommodation contract without a refund for non-compliance with the rules by the guest. If the guest wishes to leave earlier, there are no refunds.

Refunds

If the hotel needs to issue a refund for any accommodation or activities, the same payment method used for the initial payment will be used for the refund. All communication regarding the refund will be done in writing to ensure clarity and transparency. It is important to note that the hotel will deduct fees, commissions, transfer costs, or credit card charges from the refund amount.

General Code of Conduct

This document outlines the general code of conduct for all guests who visit this establishment, regardless of race, religion, country of origin, language, or beliefs. All guests who enter this establishment agree to abide by these regulations. Any violation of these rules may result in this establishment taking necessary measures to

maintain the peaceful environment of other guests and ensure the proper functioning of the hotel. This document also grants us the authority to expel guests who fail to follow the established rules.

About the Guest:

A guest of Paradise Hotel Boutique is solely and exclusively the person or persons who have completed the check-in process and signed the registration form.

To locate the guest at any time, the guest agrees to provide a valid telephone number (preferably mobile) and/or email address for contact during the check-in process.

Once the guest has paid the amount for the room rate, no refunds will be made under any circumstances.

The hotel is not obligated to give discounts or promotions, so any discount offered to the guest will be at the discretion of Paradise Hotel Boutique.

The hotel is not responsible for any inconvenience external service providers, such as taxi services, travel agencies, operators, etc., may cause the guest.

About check-in and rates

Check-in time at Paradise Hotel Boutique is between 12:00 p.m. and 8:00 p.m. During check-in, guests must request all invoices and declare the number of people occupying the room. Guests must comply with the established room capacity of the hotel, and if they exceed the maximum number of people per room, they will need to purchase an additional room for adjoining guests.

Late check-out is considered from 11:00 a.m. onwards and is subject to availability. The hotel allows one complimentary hour after check-out, which guests must request hours in advance at the front desk on the day of departure.

The hotel reserves the right to vacate the room according to the need of the day and previously secured reservations with other guests. The hotel has a luggage storage area for guests who require more time to enjoy the hotel's facilities after check-out. During check-out, guests must return their room key.

Guests are responsible for any damages or loss of hotel property during their stay. Charges for repair, replacement, or missing items will be applied to the guest's account.

Cases of theft, robbery, or intentional damage to hotel facilities will be reported immediately to the local police.

The hotel's facilities are exclusive to guests staying at Paradise Hotel Boutique. Guests must read and understand the hotel's regulations and respect the signage and indications the hotel staff gives.

Guests are kindly asked to maintain the volume of electronic devices at levels that do not disrupt the peace and comfort of others, adhering to the hotel's decibel limits.

Please note that common areas are closed for meetings or group activities after 11:00 p.m. to ensure a tranquil environment for all guests.

Please note that pets of any kind are not allowed in the hotel. Non-compliance with this regulation may lead to penalties or expulsion from the hotel without compensation.

The hotel welcomes guests aged 14 and above.

Smoking is prohibited inside the hotel except in authorized areas on the terraces (public or individual) located throughout the establishment. Non-compliance may result in a penalty or expulsion from the hotel without compensation

The pool area is open from 7:00 a.m. to 7:00 p.m.

The hotel's white towels are for in-room use only. Please use the pool towels, which are available in your room, for the pool or beach. Charges of approximately \$30.00 USD will apply for each missing item.

Guest wishing to entrust the hotel with objects or documents of significant value must complete a declaration form at any point during their stay. The hotel cannot be held responsible for undeclared valuables left in rooms or common areas; these remain the guest's responsibility.

All personal information collected at the time of check-in (names, ID, telephone or additional information, is protected by data protection law).