

Cooks Bay Villas – Cancellation, Booking/Payment and Indemnity Policy 2023



CANCELLATION POLICY:

The following cancellation provisions will apply to all reservations:

1-9 days (duration or total length of stay) – per Villa

- * Bookings cancelled greater than 91+ days prior to guest's arrival 0% of total stay fee charged/FULL REFUND
- * Bookings cancelled between 90 days and 61 days prior to guest's arrival 40% of total stay fee charged (per villa)
- * Bookings cancelled between 60 days and 31 days prior to guest's arrival 50% of total stay fee charged (per villa)
- * Bookings cancelled between 30 days and 15 days prior to guest's arrival 70% of total stay fee charged (per villa)
- * Bookings cancelled between 14 days and 7 days prior to guest's arrival 80% of total stay fee charged (per villa)
- * Bookings cancelled within 7 days of guest's arrival and no shows 100% of total stay fee charged/NO REFUND

10 days and more (duration or total length of stay) – per Villa

- * Bookings cancelled greater than 91+ days prior to guest's arrival 0% of total stay fee charged/FULL REFUND
- * Bookings cancelled between 90 days and 61 days prior to guest's arrival 45% of total stay fee charged (per villa)
- * Bookings cancelled between 60 days and 31 days prior to guest's arrival 55% of total stay fee charged (per villa)
- * Bookings cancelled between 30 days and 15 days prior to guest's arrival 75% of total stay fee charged (per villa)
- * Bookings cancelled between 14 days and 7 days prior to guest's arrival 85% of total stay fee charged (per villa)
- * Bookings cancelled within 7 days of guest's arrival and no shows 100% of total stay fee charged/NO REFUND

PLEASE NOTE: In the event of any disruption to your booked accommodation dates due to COVID19, your received payment/s will be transferred to an automatic 'credit' status for up to 12months.

BOOKING & PAYMENT CONDITIONS / RESERVATION POLICY:

- To confirm & secure your booking we require a 50% deposit within 48hours.
- Minimum Stay per Villa is - **5 NIGHTS**
- Villa accommodation fees can either be payable by Telegraphic Transfer (an extra \$25 SWIFT bank fee will be added on total amount due) or by Credit Card (with an applicable 2.8% Credit card processing fee applied to the total amount due).
- **We ONLY accept** (Visa & Mastercard Credit Cards) - You can either call us directly with your C/Card details or simply send your C/card details via 2 separate emails
 - with the 1st email stating: the first 8digits and your expiry date /
 - then send the 2nd email stating: the last 8digits and the card holders name.

*****We do not hold Credit Card details once payment has been processed – all data/card information is erased*****

- ALL CONFIRMED bookings must be paid prior to guest's arrival – i.e., Total Villa Accommodation/s fee balance must be **PAID 30 days prior to guest's arrival.**
- We also require guests to supply us with (credit card) details upon arrival - for coverage against damage and/or loss caused by guests during their occupancy within our property.

* We **MUST** also receive a copy of your **confirmed** flight details regarding your arrival & departure times to/from Rarotonga – so to ensure that the correct number of nights' accommodation are provided and flights are met on time for a care free stay with our team 😊.

Please also include the following:

1. Full first & last names / please advise children's ages.
2. Full physical – residential address, contact number & email address.
3. The number of guests arriving and bedding requirements.

Example below:

Number of Adult:	(12 years and OVER)
Number of Children:	(11 years and UNDER including Toddlers & Infants)
Bed requirements:	King / Double singles/ Roll-away Single etc.
Beds are King Size and can split to 2 x 2 single beds upon request	

CHECK IN:

Check In time: 12.00PM (1200hrs)

EARLY CHECK IN: 50% of the daily rate applies.

Early check in is from 0600am. Check in before this time a **full daily** rate applies.

CHECK OUT:

Check Out time: 10.00AM (1000hrs)

LATE CHECK OUT:

#1: Late check out is till 1.00pm (1300hrs): 25% of the daily rate applies.

#2: Late check out after 1-6.00pm (1300-1800hrs): 50% of the daily rate applies.

#3: Late check out after 6.00pm (1800hrs) incurs a **full daily** rate applies

It is recommended that guests arriving before 6.00AM and departing after 6.00PM are booked for an additional night or have early check in/late check out arrangements

PRIVATE AIRPORT SHUTTLE:

- We have Charles Wigmore who is the sole owner/operates his own shuttle - Cooks Bay Villas along with other accommodations.
- Please contact him directly on **Charles@kaimanishuttles.com** and you will be paying cash directly with him upon arrival and departure.

ACKNOWLEDGMENT OF RISK AND INDEMNITY:

General Indemnity - Whilst every care has been taken by Cooks Bay Villas Ltd to ensure the safety of guests and their possessions whilst enjoying our accommodation, Cooks Bay Villas Ltd (as well as its management and staff) does not accept any liability in the event that any loss or damage to persons or property is experienced by a guest/s and their visitors.

Valuables - Cooks Bay Villas Ltd (as well as its management and staff) does not accept any liability for loss of or damage to any valuables or property belonging to guests or their visitors. It is therefore the sole responsibility of all guests to make arrangements for adequate insurance coverage on all valuable items prior to arrival at Cooks Bay Villas. This

includes but is not limited to, photographic equipment, laptops or other electronic devices, jewellery, cash and vehicles etc.

Swimming Pool & Beach/Lagoon Area - Any guest or their visitors using the swimming pool and surrounding Beach/Lagoon area are utilising such facilities entirely at their own risk and that they are fully aware that there are no lifesaving facilities of any nature provided and therefore indemnify Cooks Bay Villas Ltd of this facility in full and shall have no claim of whatsoever nature against Cooks Bay Villas Ltd (as well as its management and staff) including any claim from any injury/ bodily harm/death and or/loss of property which could arise from the use of this facility.

Tours, Activities, Equipment or other - Cooks Bay Villas Ltd, its management, and staff, do not assume any responsibility for any accidents, injury, or death that may be suffered or sustained as a result in any guest participation in any tours or activities (including water sports) or the use of any equipment, whether provided by Cooks Bay Villas Ltd or others.

The guest/s acknowledges - the risks associated with physical activities and releases and indemnifies Cooks Bay Villas Ltd (as well as its management and staff) from any and all claims, losses, damages, and injury, of any kind whatsoever and however arising, from the participation in such tours or activities, whether provided by Cooks Bay Villas Ltd or a third-party provider booked through Cooks Bay Villas Ltd.

Acknowledgement - By confirming the booking via email/payment with Cooks Bay Villas Ltd you and all associated guests with that booking, confirm/acknowledge that you/they have read and understood Cooks Bay Villas Ltd policy terms and conditions - including acknowledgement of risk and indemnity.

Metaki Maata – Cooks Bay Villas