

Tropical Island Resort

“Beyond the Horizon, Your Paradise”

Address: Coral Atoll, Malé 20065, Maldives

Contact: +960-664-1234 | paradise@tropicalislandresort.mv | tropicalislandresort.mv

Booking & Guarantee

- **E-Confirmation:** Villa type, dates, and USD rate in PDF voucher.
- **Payment:** Visa, MasterCard, AmEx, bank transfer.
- **Deposit:** 30% due within 72 hrs; refundable if cancelled ≥7 days before check-in.
- **Credit Hold:** USD 250 at check-in; released 5–7 days post-departure.

Cancellation & No-Show

- Free cancellation up to **7 days** pre-arrival.
- Late cancellation: 50% of stay if within 2–7 days.
- No-Show: 100% of booking.
- Refunds within 10 business days.

Check-In / Check-Out

Service	Time	Fee/Note
Check-In	From 14:00	Early from 12:00: USD 100 (subject to availability)
Check-Out	By 12:00	Late until 15:00: USD 150

Requirement On arrival Passport + card used for bookings

Occupancy & Add-Ons

- Max 2 adults (+1 infant in crib).
- Extra guest not permitted in overwater bungalows.
- Registration: Name, nationality, passport, email, phone.

Resort Conduct

- **Quiet Hours:** 22:00–07:00.
- **Smoking:** Beach pavilion only; USD 300 cleaning fee for violation.
- **Pets:** Not permitted (service animals exempt).
- **Prohibited:** Personal watercraft, candles, cooking equipment.

Facilities & Activities

- **Water Sports:** 08:00–18:00 (charges apply).
- **Spa & Wellness:** 09:00–20:00 (by appointment).
- **Dining:** Breakfast 07:00–10:00; all-day dining at Coral Café.
- **Seaplane Transfers:** 06:00–18:00 (pre-booked).
- **Wi-Fi:** Complimentary standard; premium USD 15/day.

Damage & Accountability

- Guests cover any resort property damage.
- Report issues immediately via villa phone.

- We advise travel insurance covering water-sports activities.

Safety & Security

- Evacuation routes in villa; muster point near main deck.
- In-room safe: digital code instructions in guest directory.
- Health protocols: UV-sterilized water; daily sanitization.

Privacy & Data Use

- Personal data for booking, invoicing, and occasional updates.
- Shared with seaplane and excursion partners only.
- To opt out of marketing, email unsubscribe@tropicalislandresort.mv.

Lost & Found

- Report missing items within 24 hrs.
- Items held for 45 days; then donated.
- Shipping arranged at guest's cost.

Force Majeure & Jurisdiction

- Not responsible for delays due to weather, government actions.
- Governed by Maldivian law; Male' jurisdiction.

Emergency Contacts

- **Front Desk (24/7):** +960-664-1234 ext. 0
- **Coast Guard / Ambulance:** 119 | **Fire:** 118

- **Housekeeping:** ext. 5
- **Engineering:** ext. 6