

# Oceanfront Paradise Resort

*“Your Tropical Escape Awaits”*

**Address:** 456 Ocean Drive, Miami, FL 33139, USA

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## Reservation & Payment Guidelines

- **E-Voucher:** Includes beachfront villa type, stay dates, and USD rate.
- **Payment Modes:** Visa, MasterCard, AmEx, Discover, PayPal, Apple Pay, cash (USD).
- **Deposit:** 30% of total booking due at confirmation; refundable until 48 hrs pre-check-in.
- **Hold on Credit Card:** USD 150 for incidentals, authorized at check-in, released within 7 days after departure.

## Cancellation & Refund Terms

- **Free Cancellation:** Up to **48 hours** before arrival.
- **Late Cancellation Penalty:** 50% of first night’s rate.
- **No-Show Fee:** One night’s rate.
- **Refund Process:** Credits issued within 7 business days.

## Check-In / Check-Out Procedures

Service	Time	Fee / Note
Standard Check-In	16:00	Early check-in (14:00–16:00): USD 75, subject to availability

Standard 12:00 Late check-out until 15:00: USD 100  
Check-Out

Guest Verification On Arr Photo ID + card used for booking

## Occupancy & Guest Details

- **Room Capacity:** 2 adults + 2 children.
- **Additional Guests:** USD 50/night per person (includes beach towel service).
- **Registration:** Full name, nationality, passport/ID number, email, mobile.

## Resort Etiquette

1. **Quiet Hours:** 23:00–07:00.
2. **Smoking:** Designated beach pavilion only; USD 200 cleaning fee for in-room smoking.
3. **Pets:** Small pets allowed (under 5 kg) with USD 100 deposit + USD 30/night cleaning fee.
4. **Prohibited:** Personal watercraft, cooking devices, illegal substances.

## Facilities & Services

- **Breakfast:** 07:00–11:00 beachfront buffet (included).
- **Pools & Slides:** 08:00–20:00 (lifeguard on duty).
- **Water Sports Center:** 09:00–18:00 (kayaks, paddleboards; extra charges).
- **Kids Club:** 09:00–17:00 (ages 4–12).
- **Valet Parking:** USD 40/day.
- **Wi-Fi:** Complimentary standard; premium 4 Mbps at USD 12/day.

## **Damage Responsibility**

- Guests cover damages or loss of resort property (e.g., pool towels USD 25 each).
- Report maintenance or breakages to Guest Services immediately.
- Strongly advise travel insurance covering personal liability.

## **Safety Protocols**

- **Evacuation Plan:** Posted in lobby and each villa.
- **Safe Usage:** In-room safe instructions on digital concierge.
- **Health Measures:** Daily sanitization of high-touch areas; sanitizer stations resort-wide.

## **Privacy & Data Handling**

- Data used for stay management, invoicing, and promotions.
- Shared with water sports/restaurant partners on a need-to-know basis.
- To opt out of marketing, reply “STOP” to any promotional message.

## **Lost & Found Policy**

- Report lost items to the Front Desk within 48 hrs.
- Items held for 60 days, then donated/discarded.
- Shipping at guest’s expense upon request.

## **Force Majeure & Governing Law**

- Resort not liable for circumstances beyond control (storms, strikes).
- Disputes under Florida state law, Miami-Dade County courts.

## **Emergency Contacts**

- **Front Desk (24/7):** +1-555-0456 ext. 0
- **Police/Fire/Ambulance:** 911
- **Beach Patrol:** ext. 20
- **Maintenance:** ext. 30

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*Thank you for choosing our properties. We look forward to making your stay exceptional!*