

# Coral Cloud Resorts Policy Document

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# *Coral Cloud Resorts*

**Effective Date:** September 30, 2024

**Last Updated:** September 30, 2024

Welcome to Coral Cloud Resorts, where we strive to provide a relaxing, seamless, and enjoyable experience for all our guests. This policy document outlines important information regarding reservations, cancellations, payments, and other essential services that ensure your stay is comfortable and hassle-free.

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## 1. How do I request an early check-in or late check-out with the resort?

At Coral Cloud Resorts, we understand the importance of flexibility when it comes to your travel plans. Our standard check-in time is 3:00 PM, and check-out time is 11:00 AM. However, we offer early check-in and late check-out options based on availability.

To request an early check-in or late check-out, follow these steps:

1. **During booking:** You can make a request at the time of reservation. Depending on availability, our team will confirm whether we can accommodate your request.
2. **After booking:** If you've already booked your stay, you can request early check-in or late check-out by contacting our front desk directly via phone or email. We recommend making this request at least 24 hours prior to your arrival or departure for the best chance of accommodation.
3. **Fees:** Please note that early check-in and late check-out may be subject to additional charges. These fees depend on room availability and the time of year. You will be informed of any fees during the booking or request process.

While we make every effort to accommodate early check-ins and late check-outs, it is not guaranteed, especially during peak seasons or when we experience high occupancy.

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## 2. What is your policy regarding cancellations?

At Coral Cloud Resorts, we understand that plans can change. Our cancellation policy is designed to offer flexibility while ensuring that our operations run smoothly.

1. **Standard Cancellation Policy:**

- **48 hours notice:** For standard room bookings, cancellations or modifications must be made at least 48 hours before your scheduled check-in date to avoid any charges. If you cancel within this window, you will receive a full refund of any deposits made.
  - **Less than 48 hours notice:** Cancellations made within 48 hours of check-in will result in a charge of one night's stay, which will be deducted from your pre-authorized credit card.
2. **Non-Refundable Bookings:** Some special rates and promotions are non-refundable. These bookings cannot be changed or canceled without forfeiting the entire amount paid. These terms will be clearly stated at the time of booking.
  3. **Group Booking Cancellations:** For group bookings or events, cancellation policies may vary based on the size and nature of the booking. You will be informed of these policies during the reservation process.
  4. **Force Majeure:** In the event of unforeseen circumstances such as natural disasters, political unrest, or other emergencies, Coral Cloud Resorts may, at its discretion, offer a refund or reschedule your stay without penalty.

We recommend that all guests carefully review their booking confirmation and understand the cancellation terms that apply.

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### 3. Will I be charged for extra guests occupying my room?

Coral Cloud Resorts rooms are priced based on the number of guests. Here's how we handle extra occupancy:

1. **Standard Room Occupancy:** The number of guests allowed per room will depend on the room type and is clearly stated in the room description at the time of booking. Most rooms comfortably accommodate two adults, but larger suites or family rooms may allow up to four guests.
2. **Charges for Extra Guests:** If the number of guests exceeds the room's standard occupancy, an additional fee may be applied for each extra guest. This fee helps cover additional services such as extra linens, towels, and utilities.

The charge for extra guests typically ranges between \$20 and \$50 per night, depending on the room type and resort location.

3. **Children and Extra Beds:** Children under the age of 12 may stay in their parents' room at no additional charge, provided they use existing bedding. Rollaway beds and cots may be available for an additional fee (see section 6 for more details on cots and cribs).
  4. **Maximum Occupancy Limits:** For safety reasons, the maximum number of guests allowed in any room cannot exceed the stated capacity. Coral Cloud Resorts reserves the right to cancel reservations or charge penalties if these limits are violated.
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### 4. Is there a minimum age requirement to reserve a room?

Yes, to ensure a safe and responsible environment, Coral Cloud Resorts requires that guests meet the following age requirements:

1. **Minimum Age to Reserve a Room:** Guests must be at least 18 years old to make a reservation at Coral Cloud Resorts. A valid government-issued ID is required at check-in to confirm the reservation holder's age.
2. **Check-in by Minors:** Guests under 18 must be accompanied by a parent or legal guardian throughout the duration of their stay. Coral Cloud Resorts does not permit unaccompanied minors to check in.
3. **Group Reservations for Underage Guests:** For groups such as sports teams or school trips, special arrangements may be made for underage guests. However, the group must be accompanied by responsible adults, and group leaders will be held accountable for the conduct of all group members.

We appreciate your understanding of this policy, which helps maintain the safety, security, and comfort of all our guests.

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## 5. Why does Coral Cloud Resorts pre-authorize my credit card?

Coral Cloud Resorts pre-authorizes guest credit cards to ensure a smooth check-in process and to safeguard against any incidental charges that may arise during your stay. Here's how the process works:

### 1. What is Pre-Authorization?

A pre-authorization is not a charge but a temporary hold on a specific amount of funds from your credit card. The held amount is typically equivalent to the total cost of your stay, plus a small additional amount for potential incidental expenses such as room service, in-room dining, or resort fees.

### 2. When Does Pre-Authorization Happen?

- Pre-authorization usually occurs 24 to 48 hours prior to your arrival.
- If you book your stay less than 24 hours before arrival, the pre-authorization may happen at the time of booking.

### 3. Release of Pre-Authorization:

The pre-authorized amount will be released at the end of your stay, minus any charges incurred during your stay. Depending on your bank's policies, it may take up to 7-10 business days for the funds to be fully released back to your account.

### 4. Why Pre-Authorization is Necessary:

- **Security for the Resort:** Pre-authorizations help us cover incidental costs, ensuring that we can provide quality services during your stay without delays.
- **Guest Convenience:** This eliminates the need for you to settle small expenses individually during check-out, streamlining the process.

We recommend that you verify your card's available balance before arrival to ensure the pre-authorization process proceeds smoothly.

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## 6. Can Coral Cloud Resorts supply a cot or crib for my room when I travel with children?

Yes, Coral Cloud Resorts is family-friendly and offers several amenities to make your stay more comfortable when traveling with young children.

**1. Cribs and Cots Availability:**

Cribs (for infants up to 2 years old) and rollaway cots (for older children or additional adults) are available upon request. We encourage you to request these items when making your reservation to ensure availability, as the number of cribs and cots is limited.

**2. Charges:**

- Cribs are provided free of charge for infants.
- Rollaway cots may incur an additional nightly fee, typically between \$15 and \$30 per night, depending on the resort.

**3. Room Capacity:**

Please note that adding a cot or crib to your room must not exceed the room's maximum occupancy limit. We advise contacting the resort directly to confirm whether your selected room can comfortably accommodate additional bedding.

**4. Safety Considerations:**

Our cribs meet all local safety standards, and we provide clean and comfortable bedding. If you have specific needs or preferences for your child's sleeping arrangements, please communicate them with the front desk.

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## **7. Who can I call if I want to speak to someone when visiting a Coral Cloud Resorts brand website?**

If you require assistance while browsing the Coral Cloud Resorts website or need to speak to someone directly, we have several contact options available:

**1. Customer Service Hotline:**

You can reach our customer service team by calling the toll-free number listed on our website's "Contact Us" page. Our representatives are available 24/7 to answer any questions, assist with bookings, or resolve technical issues.

**2. Live Chat:**

For immediate assistance, you can also use our live chat feature on the website. A customer service representative will respond to your inquiry in real time.

**3. Email Support:**

If your query is not urgent, you can contact us via email. We aim to respond to all email inquiries within 24 hours. For booking-specific questions, please include your reservation number for faster processing.

**4. Resort-Specific Contact Information:**

Each Coral Cloud Resort has its own dedicated contact number for guests who are staying at or planning a visit to a specific property. This contact information is listed in the "Locations" section of our website, where you can find direct numbers to the front desk or concierge of each resort.

We strive to make communication as seamless as possible so you can focus on enjoying your stay.

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## Final Notes

Coral Cloud Resorts is committed to providing an exceptional experience to every guest. By adhering to these policies, we ensure the comfort, security, and satisfaction of all visitors