Hotel Policies, Rules & Regulations

1. **Check-in begins after 4:00 pm.** or as accommodations become available. Guests are welcome to start enjoying resort facilities once you arrive while you wait for your room to be ready. **Check-out is at 12pm.** The resort is not responsible for any unused portions of your stay or other unused services and will not refund any money.

2. The resort can not be held liable for the events beyond its control, including but not limited to acts of God, strikes, lockouts, other labor disputes or disruptions, wars, blockades, insurrections, riots, earthquakes, weather conditions, floods, or acts or restraints imposed by government authorities. The resort cannot be held liable from any claims, losses, damages, costs, expenses, delays or loss of enjoyment, of any kind or nature. This includes all guests and/or traveling companions or group members. There are not refunds given due to weather.

3. In the event of overbooking the resort’s only responsibility will be to relocate the guest in other hotels of the same category and accommodations without compensation of any kind. The resort cannot be held responsible for any inconvenience resulting from this change.

4. The quality of the resort’s services and facilities has been rated in accordance with the normal standards of the destination and could be different from the standards in other places and/or countries. Services may be interrupted at any time for renovations, maintenance, or construction.

5. Standards of living vary greatly from country to country or place to place. Be advised that living conditions may be different in respect to provision of utilities, services, food and accommodation outside of your country or even from other hotels, resorts or destinations. The resort assumes no responsibility for illness or inconvenience resulting from the service provided or omitted.

6. All information and pictures contained in our website, brochure and other collaterals have been checked for accuracy. However, since these are descriptive only, the resort cannot be held responsible for any unforeseen changes or loss of enjoyment. All photographs of the resort are published as illustrations of the property only.

7. Please ensure that you show a valid identification at the front desk upon check-in. Foreign guests are required to present passports.

8. Any special offers and rates are always subject to availability and may be withdrawn or changed any time.

9. Room sharing without informing the Front Desk is not permitted and will be automatically charged with an additional rate per person in the room.

10. The room key must be returned to the front desk before leaving Ocean Manor Resort (any lost key will be charged accordingly) Please do not leave the key in your room on your departure day.

11. Due to restrictions imposed by Dominican Banks, we can only accept foreign notes that have no marks or cuts.

12. **Visitors are permitted between 08:00 and 23:00 only. Visitors must register and leave a valid identification card at the reception. ALL VISITORS are required to pay our daily guest fee $100 USD per day per person (for beach, pool, restaurant, food, drinks, bar, lounge, etc.)**

13. For your children’s safety, children under 12 years must be accompanied by an adult throughout the resort property. No lifeguard on duty, swim at your own risk.

14. The computer in our Member lounge is primarily for communication purposes strictly for convenience of our guests, computer games and entertainment usage are discouraged. Xbox 360 and games are available in the lounge to use free of charge. The VOIP phone (only at the Front Desk), Internet and Wi-Fi is for your use. The hotel is not responsible for the interruption of this service at any time.

15. To show respect towards other cultures, nudity is strongly prohibited.

16. **ALL VALUABLE ITEMS SHOULD BE PLACED IN THE SAFE DEPOSIT BOX IN YOUR ROOM, THEY ARE FREE OF CHARGE, PLEASE USE THEM. THE RESORT IS NOT LIABLE FOR ANY LOSS OR DAMAGE OF VALUABLES OR OTHER BELONGING OF THE GUESTS.**

17. Please check your unit thoroughly prior to your departure for any personal belongings. We will not be responsible for items lost or left behind. If you notice you have left an item behind, please call our Resort and every effort will be made to locate the item. If item is found, it is the guest’s responsibility to contact UPS or FEDEX to make arrangements for shipment.
18. Weapons/firearms, toxic materials, explosives, or inflammable items are not to be discharged on the property and are not permitted within the resort.

19. Pets are not permitted inside the resort.

20. Strong smelling cooking is not allowed inside the guest room.

21. Smoking is not permitted inside the guest’s room you may smoke on balconies or outside the room. If it is determined that smoking did occur inside, an additional cleaning fee will be charged to cover the cost of smoke removal and any smoke damages.

22. Inside the guest room, there are several items which are chargeable if they get lost or break.

23. GAMBLING, PROSTITUTION AND USAGE OF DRUGS WITHIN THE RESORTS IS IN VIOLATION OF STATE REGULATIONS AND IS THEREFORE STRICTLY PROHIBITED. THE USE OF DRUGS WITHIN THE RESORT WILL BE REPORTED TO LOCAL AUTHORITIES.

24. The Resort is not responsible for accidents or injury during your stay, in case of accident or injury the staff will assist you, without meaning the resort is responsible for any claim or liability.

25. Ocean Manor is not responsible of your purchases and agreements that you make outside the Resort, or with other person or entities.

26. Loud-Abusive language or profanity will not be tolerated at any time and is cause for eviction with no refund. Guests are not allowed to make excessive noise in the rooms or public areas at any time.

27. MAINTENANCE services is only between 9:00am to 6:00pm, please leave a message at front desk.

28. Do not use towels for any other purpose than normal bath-related use. If towel or linens are found to be unusually stained or dirty beyond normal use, you will be charge with a $ 50 US dollar replacement penalty.

The guest agrees to adhere to the policies, rules and regulations of Ocean Manor Resort. Should the guest conduct himself/herself in a manner threatening to the resort or any of its employees and/or other guest(s), the resort has the right to refuse service or expel him/her from the hotel. In this event, the guest is responsible for all costs and no refund will be issued for any unused portions. Choosing to IGNORE THE ABOVE MENTIONED policies, rules and regulations may result in the Management’s decision that the guest must leave the property without any refund. The resort reserves the right to refuse service to anyone.

The total rate to pay is $_______________________without refund for any cause. Payment may be made by visa, master card, American express, Travelers cheques, Dominican pesos, US dollar, Canadian dollar and Euros are welcome, as the local currency is Dominican pesos, change will be made in Dominican pesos. Thank you for your comprehension and co-operation.

____________________________  ________________________
Signature                       Date

____________________________
Print Name