

Resort regulations and information

Check-in

Check-in time for all accommodations is 3 PM.

If you are required to meet with customer service prior to check-in, you must do so no later than 5 PM on the day of arrival. Should you arrive to the resort after 5 PM, you will only be able to check-in by paying the current walk-in rate for the first night and will be issued non VIP bands. In order to check-in under your VIP reservation you must meet with customer service no later than 11 AM the following day.

Check-in will not be permitted if the lead passenger is not present.

For early check-in you must inquire with the reception directly (*Extra cost*)

Photo identification of each traveler is required in order to check-in.

Check-out

Tropical and Cofresi Palm check-out time is 1 PM.

Villas, Presidential Suites, Crown & Residence Suites, Presidential Suites Cabarete and Royal Suites check-out time is 11:30 AM.

Presidential Suites in Punta Cana check-out time is 11 AM.

For late check-out you must inquire with the reception at the time of check-in (*Extra cost*).

Bracelet information

Any additional guests not included in the confirmation will receive non VIP bands at the cost of US\$200 per person per day.

All bracelets must be returned upon checking-out. If bracelet is lost or returned damaged, affiliate/guest will be required to pay US \$200 per bracelet.

All-inclusive

The all-inclusive rate that is detailed on your confirmation email will be charged at check-in for the number of people listed on the confirmation.

The all-inclusive is mandatory unless the request to opt out was made at the time of booking and the request was approved.

The all-inclusive is mandatory for guests traveling without the affiliate.

Any guest that checks into the resort after 12 AM midnight due to scheduled flights will pay only 50% of the all-inclusive for the first night. Any arrivals prior to midnight pay the full all-inclusive rate as normal.

The all-inclusive is non-refundable. Should you decide to depart the resort prior to your departure date you will not receive a refund.

There is a mandatory supplement fee for all affiliates and guests for the nights of December 24th & 31st for each event.

Mandatory charges for all arrivals

- Applies to all reservations.
- Supersedes any current agreement or addendum in existence.
- Fees are payable upon arrival in cash or credit card only and are in addition to the all-inclusive fees.
- The additional charges do not apply to children 0-2 years old and children 3-11 get a 50% discount.
- Resort fee for Affiliates/Additional Affiliates is US\$15 p.p.p.n. in all accommodations
- Resort fee for guests is for Tropical, Cofresi Palm, Crown and Residence Suite US\$21 p.p.p.n. For Sunrise Suites, Presidential Suites and Royal Suites US\$23 p.p.p.n. For villas US\$30 p.p.p.n.

Golf Cart pick-up

For golf cart collection, the lead passenger must visit the golf cart center between 3 pm and 6 pm on the day of arrival. A valid driver's license must be presented and a disclaimer must be signed. If arriving after 6 pm, the golf cart can be collected the following day after 9 am. A deposit of USD\$100.00 (cash) must be paid at the time of signing the Golf Cart contract; this will be refunded upon presenting deposit receipt and returning the Golf Cart to the Golf Cart Center prior to check-out by 3:00pm at the latest. Refund of deposit is not transferrable to future reservations and will be lost if not collected before check-out.

Alterations

ANY ALTERATION OR CANCELLATION OF A CONFIRMED RESERVATION MUST BE SENT BY EMAIL.

Any changes to a reservation within 48 hours prior to arrival will have a penalty of \$75.00, and it must be paid at the Customer service office before checking in.

You may request one alteration to your booking and this must be received via email no less than 1 month prior to arrival in writing. Failure to provide 1 months' notice will result in your alteration being denied, if further changes are required member will be advised to cancel existing reservation and rebook, subject to availability.

All alterations must be for the same calendar year and are subject to availability.

Cancellation/No show for Home resort Puerto Plata, Presidential Suites Punta Cana and Presidential Suites Cabarete

Confirmed reservations can be cancelled up to 30 days prior to arrival and will receive a full service fee accreditation, any reservation cancellation request must be MADE IN WRITING. Any cancellation with less than 30 days prior to arrival or no show will result in the service fee being forfeited in its entirety. Refunds are not possible nor can be processed in the event of a cancellation.

Early departure will result in forfeiting the service fee entirely.

General

- No pets allowed.
- The lead passenger must be at least 18 years of age and must be present for the entire duration of the reservation. Proof of age is required.
- Chairman's Circle Club cannot guarantee the view from any unit nor can any special requests be guaranteed.

- Chairman's Circle Club is not liable for any cost incurred due to a cancelled or rescheduled flight.
- Affiliates are responsible for the behavior of themselves and their guests at all times. The Chairman's Circle Club reserves the right to remove affiliates and/or guests from the resort should their behavior be deemed unacceptable.
- Villa reservations may receive more than one Villa totaling the number of bedroom reserved (dependent on season/occupancy)
- Chairman's Circle Club reserves the right to relocate a confirmed affiliate / guest reservation in alternative accommodations should it be deemed necessary.
- Under occupancy of a unit can result in the relocation of a confirmed affiliate / guest reservation. This is based on a minimum occupancy of 2 per room.
- Assignment of CLIFF and R Villas are based on first come, first serve from the date the reservation was booked.
- Chairman's Circle Club reserves the right to deny the addition of extra guests to any reservations over a "stop sale" or "limited availability period".
- It is to the discretion of the Chairman's Circle Club to reinstate a "no show" reservation and is subject to availability.
- Chairman's Circle Club shall not be held liable for any injury and/or loss or damage to persons or property for any reason. If any damage should occur while occupying the unit, you must notify Chairman's Circle Club customer service department immediately. You will be responsible for any fees charged due to damage; should this not be paid at check-out there will be a pending balance on your account which will affect your ability to make reservations.
- Any theft or damage to golf carts from either affiliates or guests will result in fines/payment for repairs.
- Lost Key cards will result in a US\$2.00 fine per key and must be paid prior to check-out.
- Accreditation will be valid for 2 years from the date that is given.
- Due to the fact that Samana Villas have not been integrate into the system as of yet, there may be occasions that we have to alter/move this booking.