



## Bookings, Cancellations & Conditions of Stay Policy

As at 4 February 2024

**Accommodation:** Bookings made via telephone with Hacienda Jacana require payment in full within 24 hours of making a booking. Once payment is received, a confirmation of your reservation will be sent to the email address provided when the booking was made. Please note we cannot guarantee that a booking will be held open for more than 24 hours. If payment is not made within 24 hours, we recommend calling when you are ready to make your payment to confirm your preferred dates are still available. Payments can be made by direct bank transfer, Visa, Mastercard or Linx, details of which are provided at the time of booking. Please note if paying by bank transfer, your payment reference must be the same as the name on your booking and proof of transfer is required to secure your reservation.

**Food & Beverages:** We offer a catering service and should you wish to use this service, any meals required must be advised a minimum of 72 hours (3 days) in advance. For groups of 10 or more, your requirements must be advised more than 5 days in advance. Catering must be paid for in full at the time of booking and is non-refundable if cancelled within 5 days of your booking for groups of 10 or more and within 3 days for all other bookings. Allergies (e.g. nuts, coeliac) and dietary requirements (e.g. vegetarian / vegan) must be advised at the time of booking. Please note our menus are seasonal and based on availability of produce and therefore preferences may not always be fulfilled. Please make all requests for catering via the booking form on our website and we will get back to you to confirm your booking and issue payment details.

### Changes / Cancellations

Please note that all changes and cancellations must be notified in writing to [haciendajacana@gmail.com](mailto:haciendajacana@gmail.com) and are subject to the following charges.

Days Before Booking	Change / Cancellation Charges Applicable
More than 7 days	10% of the total accommodation booking will be charged with the remainder being refunded or offset against a future reservation and prices applicable at the time of your revised booking.
6 days – 25 days	25% of the total accommodation booking will be charged with the remainder being refunded or offset against a future reservation and prices applicable at the time of your revised booking.
24 hours or less prior to check in time	100% of the total accommodation booking will be charged as a cancellation fee.
Food & Beverage	Cancellations / changes are non-refundable and non-transferable if made 5 days or less before your booking for groups of 10 or more and 3 days for all other bookings  Cancellations made more than 5 days in advance for groups of 10 or more and 3 days for all other bookings can be offset free of charge against a future . Alternatively, we can process a refund for a charge of 10% of your payment.

**Check-in / Check-out Times:** Check-in time is 2pm - 4pm. Please note access to our property is controlled via a secure gate which will be opened on arrival. Check-out time is 11:00am. When checking out, kindly contact the office or member of staff so that the gate may be opened. An earlier check-in or later check-out time can be requested at a TT\$ 200 fee per cottage/house and the charge is separately applicable to check-in and check-out. However, please enquire in advance if we can accommodate you, as at times this may not be possible due to other guests' reservations. Please note that only in exceptional



circumstances can we facilitate arrivals or departures between hours 7:00pm and 7:00am and this will need to be agreed in advance.

**Smoking:** Smoking is not permitted inside the cottages or house.

**Parking:** Parking is free during your stay, but at your own risk.

**Pool:** The pool is a small soak-pool for use and is a shared area open between the hours of 8am to 8pm. Children must be accompanied by an adult. Please note there is no lifeguard on duty so use of the pool is at your own risk.

**Lake & Canoes:** There are canoes which may be used by guests on the lake. The canoes are stored near to the pool and must be returned to the stand and stored upside down to prevent any collection of water from rain. Children must be accompanied by adults and life jackets worn at all times. There are no lifeguards on duty, so the use of the canoes is at your own risk. Fishing is permitted but we do not provide fishing equipment.

**General Grounds:** You are permitted to walk and explore but please note that there are private residences on the land and these areas are not open to guests. Please respect the privacy of our residents and do not wander into these areas which are signposted 'Private Property'. Hacienda Jacana is a working estate where fruit, vegetables and flowers are grown for sale. Please do not pick the fruit or vegetables during your stay.

**Guests with Disabilities:** Hacienda Jacana is unique in its landscape and may not be suitable for guests with certain disabilities and mobility issues. Please ask before you make your reservation.

**Be Green:** Please consider your own energy usage during your stay. You could turn off lights, air conditioning units and TV when not in use to reduce energy waste. Be mindful when using water – turn off the tap when brushing your teeth and take short showers (especially during dry season).

**Care of the Property:** Guests shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning. The Guest shall abide by all instructions regarding the use of the property and its fixtures and fittings as notified by Hacienda Jacana. The Guest shall take care not to leave personal possessions in the property on departure. Hacienda Jacana will make every effort to return high value items provided that the Guest notifies Hacienda Jacana within 24 hours of departure. Hacienda Jacana accepts no responsibility for personal possessions left in the property following departure. A charge may be applied for the return of lost property, or free of charge if collected from Hacienda Jacana's premises.

**Loss of Electricity:** In the event of a loss of electricity, which can happen, there is a battery lantern located in the cottage.

**Pets:** We have a strict no pets allowed policy.