

Hurricane Guarantee

Although St. Lucia is not known for being in the path of hurricanes, we want our guests to feel confident that their vacation dreams will not be ruined, should the unlikely occur. Bay Gardens Resorts' commitment to total guest satisfaction allows guests to confidently reserve a vacation knowing that in the unlikely event of a hurricane their stay is valid for another time.

Should the island of St. Lucia experience a hurricane*, Bay Gardens Resorts will guarantee that guests of the Bay Gardens Beach Resort & Spa, the Bay Gardens Hotel and the Bay Gardens Inn are rescheduled for alternate dates. This guarantee applies to the land package as was originally booked. This policy is applicable to leisure reservations and groups as stipulated in their contracts.

The following terms and conditions apply:

The rescheduled dates must fall within one calendar year. Reservations for comparable accommodations will be made pending available space. Blackout dates will apply (as determined in our sole discretion).

Any commission owed to travel agents will be paid on the stay interrupted by the hurricane. The guarantee offered by Bay Gardens Resorts is subject to change at the discretion of the operator at any time without notice. Guests holding confirmed and fully deposited reservations (that are within the non-refundable deposit window) that are unable to travel to the resort due to a hurricane*, closing of the St. Lucia airport or closing of Bay Gardens Resorts will be given the option of a full refund or a rescheduling of their vacation, based on space availability, to Bay Gardens Resorts within one calendar year.

*A hurricane is defined/validated by the National Hurricane Center, typically a tropical cyclone in which the maximum sustained surface wind is 74 mph (64 knots) or greater. Rates confirmed in USD are guaranteed in U.S. dollars when paid in U.S. cash or traveler's checks. Payments made by credit cards at the hotel will be charged in the local currency equivalent based on the daily exchange rate used by the hotel. Currency conversions by banks or credit card companies in processing payments are not within the control of the hotel and are subject to exchange rate fluctuations.