

September 5, 2017

Re: Atlantis, Paradise Island – Hurricane Guarantee Policy

Dear Travel Partner:

We would like to reiterate our hurricane policy for Atlantis, Harborside Resort at Atlantis, The Reef Atlantis & The Cove Atlantis (as applicable), effective immediately. This is intended to alleviate any concerns that your clients might have regarding travel during the hurricane season.

In the event that a hurricane **watch** or **warning** is issued by the United States' National Hurricane Center within fourteen (14) days prior to your client's date of arrival - for their origin city OR New Providence, The Bahamas - guests with confirmed reservations will have the option of cancelling their reservation, including non-refundable bookings, up to the day of scheduled departure and rebook without penalties within sixty (60) days as outlined below.

Terms & Conditions:

1. Your business organization must provide a recap of affected bookings via email to atlantis@atlantisparadise.com after the hurricane has passed.
2. Your clients' trips must be rebooked within sixty (60) days of their original arrival date.
3. Travel must be completed within one (1) year of the original arrival date.
4. Name changes are not permitted.
5. Re-bookings are subject to availability and blackout periods may apply.
6. Current/prevaling rates will apply at the time of booking. If the cost of the new reservation exceeds the cost of the original reservation, that additional cost will be billed. If the cost of the new reservation is less than the original reservation, the balance will be forfeited.
7. This policy is not applicable to guests who have already arrived at the resort or to groups. Other terms and conditions may apply to the re-booking.
8. Guests that do not rebook within sixty (60) days, will be subject to the normal 14 day cancellation penalty of the first two room nights plus applicable taxes and resort levies. Non-refundable bookings will be charged the full cost of the room for the entire length of stay inclusive of taxes and resort levies. No-Show penalties are full length of stay at the reserved rate plus applicable Taxes and Resort Levies.
9. The Hurricane Guarantee may be subject to change or discontinued without notice.

Please contact us in the event of any questions and thanks in advance for updating your systems.

Sincerely,

The Atlantis Leisure Sales Team