

# Sencillo

## Hurricane Policy

Mother Nature can be unpredictable and it is difficult to foretell how, when and where a hurricane may strike although technological advancement has meant that we are able to provide our guests with good information on hurricanes, their strength and path. It should also be remembered that in the majority of cases, hurricanes or the resultant storms cause only minor disruption

We have a policy of not offering refunds in cases of cancellation due to adverse weather. For this reason, we strongly advocate the purchase of travel insurance that covers the cost of your trip and the costs of repatriation should you need to cancel or cut short your booking.

However, if :

- a. The National Weather Service orders mandatory evacuations in a "Tropical Storm/Hurricane Warning" area and/or
- b. A "mandatory evacuation order has been given for the Tropical Storm/Hurricane Warning" area of residence of a vacationing guest. The day that the National Weather Service orders a mandatory evacuation order in a "Tropical Storm/Hurricane Warning," area, we will offer the following options:
  - Guests can elect to arrive after the Hurricane Warning is discontinued for the same number of nights, in which case, we will make every effort to confirm the dates are available. This option may not always be possible if there is a booking clash, but will do our best to work *something* out.
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  - You may elect to leave the property early or cancel your booking altogether and in which case we will provide you with a credit for the nights which you have been unable to utilize. This will be valid for up to one year, subject to our availability and blackout date restrictions.

We want to encourage guests to continue to stay at Sencillo during hurricane season (June – November). We would also like our guests to know that their safety and security is of paramount importance to us and trust our Hurricane Policy provides reassurance of this.