



BERMUDA HOTEL ASSOCIATION

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HURRICANE GUARANTEE

The occurrence of hurricanes affecting the Island of Bermuda is extremely rare. Nevertheless, hotel operator members of the Bermuda Hotel Association want to ensure that our valued guests can book our hotels at anytime during the year with complete confidence.

Our “Hurricane Guarantee” takes the worry out of booking Bermuda and eliminates all concerns as that guest can relax and enjoy the wonderful hospitality our Island has to offer.

Terms and Conditions of the “Hurricane Guarantee”

Definitions

“Member Hotels”	Include all hotel operators which are members of the Bermuda Hotel Association.
“Guest”	Guest staying at Member Hotels but excluding guests under a group booking.
“Hurricane”	Storm being classified as a hurricane category force storm i.e. Category 1 (74-95mph winds) Category 2 (96 -110mph winds) Category 3 (111-130mph winds) Category 4 (131 -155mph winds) But does not include tropical storms (i.e. Wind speeds less than 74mph)
“Bermuda Weather Service”	This is operated by the Government of Bermuda by Serco Aviation Services
“Normal Services”	To be determined by Member Hotel management. The following non exhaustive list will not be categorized as Normal Services: use of beach; where a generator is being used in place of regular electricity; renting of any vehicle or equipment; use of any sports or leisure facilities; participation in any tours.

Terms

1. In the event that a Hurricane is predicted by the Bermuda Weather Service to approach within 200 miles of Bermuda and within 5 days, the Guest will be permitted to cancel their reservations without penalty. Deposits can be refunded or applied to any future booking if the Guest is unable to recover the same under travel insurance (a copy of the Guest’s travel insurance may be

requested by Member Hotel management). Group booking cancellations will be handled on an individual basis in accordance with the group contract.

2. In the event that the Island is directly affected by a Hurricane (as determined by the Bermuda Weather Service) during the Guest's stay in Bermuda, the Member Hotel will not charge for rooms, food and beverage or other essential services for any period of time that the Member Hotel's Normal Services are not available.
3.
 - i. In the event that a Member Hotel is not able to continue its operations due to damage incurred by a Hurricane (as determined by the Bermuda Weather Service), the Member Hotel will invite the guest to return for a complimentary stay within one year from the reopening of the Member Hotel.
 - ii. **Restrictions** - The replacement stay must be taken within one year from the reopening of the Member Hotel and will be in an equivalent room category to the one originally booked, and will be subject to certain blackout dates and availability. This offer is subject to change and may be withdrawn at any time without notice. Other expenses including, but not limited to, airfares, F&B, incidental room charges are not included or covered by this guarantee.

Group

Please see your contract clause on hurricane cancellations.