



## Solaris 2021 Hurricane Policy

At Solaris Resorts, we offer unbelievable vacation experience at a surprisingly great value. Don't stress planning a vacation during Hurricane Season (June -November). Everyone knows fall is the best time to travel to Mexico, vacation prices are low.

Our Hurricane Policy makes it easy to decide that Solaris Resorts are the right choice for all your vacation needs. In the event that a hurricane directly hits any Solaris Resort in Cancun while on vacation, we will gladly offer a certificate for a return stay for the number of unused nights due to vacation interruption. Vacation interruption is defined when the hotel interrupts full operations for at least 24 hours (not including the day of departure). Certificate will be issued only if vacation is interrupted while in resort, it is no transferable, not redeemable for cash, can be redeemed for travel prior to December 16<sup>th</sup>, 2021 or between September and December 20<sup>th</sup>, 2022 (subject to availability and previous request) It is applicable only for the number of unused nights and it does not include airfare and transfers.

Cancellations: There would be No Penalties for cancellations made 72 hours or more before a hurricane strikes. Guests must contact their travel agency directly to cancel.

No Show: No Show penalties will also be waived up to 5 days after the original traveling dates if a hurricane hits Cancun.

Relocations: If guests choose to transfer their reservation to an alternate destination offered by Solaris Resorts, we will offer rooms at the same rate based on availability.

Rescheduling: If guests wish to postpone their vacation and travel at a later date, we will protect original rate until Dec 20<sup>th</sup>, 2021. Bookings must be rescheduled within 30 days after a hurricane strikes. Based on availability and blackout periods apply. Rate protection will only apply to the number of original nights and number of guests booked. (Additional nights or guests will be booked at current rate). No name changes allowed. To rebook your stay please contact your travel agency directly.

This policy is for individual travel (FITS)

Airline ticket holders are subject to Airlines' policies and guidelines, and is not included or considered in this policy.

Policy may be subject to change or may be discontinued without previous notice.