



**14<sup>th</sup> of February 2022**

### **COVID-19 Testing**

As numbers continue to rise with the ongoing Covid-19 pandemic, and mandates for travel are evolving, Carlisle Bay Resort Antigua is delighted to provide our guests the with **on-site** Antigen testing at a cost of US\$50 per person. Results will be available within an hour of testing.

If a PCR test is required, Carlisle Bay Resort can arrange for a medical professional to come to the resort to administer the test at a cost of **US\$300 per person (Call out Fee: US\$100; Lab Fee: US\$200)**. Results of which will be sent via email to the guest within 24 – 48 hours.

Guest are encouraged to pre-book their required service at least three days in advance for PCR testing and at least 24 hours for Antigen testing.

### **Positive Results**

If the guest tests positive, they will be assessed by the hotel doctor and there will be three possible outcomes.

1. Asymptomatic guests are to arrange for their extended stay and cost.
2. Guests who are symptomatic, depending on the severity of their symptoms, will be transferred to the MSJMC.
3. The Resort Doctor must take full responsibility for all guests and oversee their care in isolation.

For asymptomatic guests we will charge \$330 USD per night. This rate is only valid if they must extend their stay due to testing positive.

Carlisle Bay, Old Road, St. Mary's, Antigua, West Indies  
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## Booking Terms & Cancellation Policy (Updated 14<sup>th</sup> of May 2021)

### POLICY B – 7 Day Cancellation Policy 2021 & 2022

#### TRAVEL WITH CONFIDENCE

For new reservations made for guests arriving up to the 19<sup>th</sup> of December and completed stay by 22<sup>nd</sup> of December 2021, also for 2022 any guests arriving from the 1<sup>st</sup> of January 2022 up to the 19<sup>th</sup> of December 2022.

We recognise that choosing to travel during this time can be a difficult decision and to help guests and to support our travel partners, our resort has implemented our Travel with Confidence Policy which will allow any guests making any new reservations, cancel free of charge 7 days prior to arrival. *A 3-night deposit on valid credit card is required at time of booking. Balance of booking will be charged 7 days prior to arrival.*

**COVID Credit:** Should guests not be able to travel due to mandated restrictions such as border lockdown in their country of origin within 7 days of arrival then a credit note for a date move will be issued. We strongly advise all guests to obtain travel insurance to cover any other eventualities, such as positive PCR tests etc. within our cancellation policy as the resort will not accept responsibility for losses or offer any reimbursement.

**The hotels cancellation policy will revert back to POLICY A (below) when travel restrictions ease – further information to be sent when this takes place.**

### POLICY A

A 3-night deposit on valid credit card is required at time of booking. Balance of booking will be charged 45 days prior to arrival.

Cancellation Policy: (no penalty if cancelled at least 57 days prior to arrival date, unless stated otherwise)  
Cancellations fees as follows: 56 to 42 days: 25%; 41 to 28 days: 50%; 27 to 14 days: 75%; 13 to 7 days: 90%; 6 to 0 days: 100%. The full booking amount is charged for no shows and early departures.

Deposit facilities do not apply to partners with credit facilities at Carlisle Bay. For non-arrival, full forfeiture of stay will be applied. Any amendment and/or cancellation should be advised in writing to the hotel's Reservation Department. We highly recommend travel/cancellation insurances as regrettably; no exceptions will be made.

### Festive Period

Please note that in order to offer you the most flexible of booking terms this year we have extended Policy A to include **ALL FESTIVE DATES**

*Please note that the terms of cancellation are subject to change.*

*For any questions or queries please do not hesitate to contact [reservations@carlisle-bay.com](mailto:reservations@carlisle-bay.com) or your regional contact who would be happy to offer any further clarification required.*

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