



TERMS & CONDITIONS

La Cabana Beach Resort & Casino

(Effective December 5, 2019)

RATES

All published rates exclude VAT where applicable, local taxes, and or service charges at the current rate. The hotel's rates are given as per room per night. Rates are confirmed in the currency of the country in which the hotel is located unless otherwise specified in your e-mail confirmation details. Rates confirmed are based on the number of occupants offered in your e-mail confirmation per room, per night and does not include additional charges such as rollaway beds or extra persons.

BOOKINGS

Bookings must be guaranteed by a major credit or debit card. Prepaid bookings will be charged room, tax and service charge x the number of nights x the number of rooms at the time of booking through the payment method offered. When the booking is confirmed, a reservation number will be supplied. This must be retained for access to the booking in the event of the need for cancellation and/or change. Acceptance will be made by us (and a contract executed) once full payment is received from you.

We reserve the right to modify or cancel reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error.

HOTEL POLICIES

Check-in time – 4:00 pm Check-out time – 12:00Pm Parking is available. Service Charge is 10%. VAT IS 9.5%. There is an additional charge of \$4.50 energy surcharge and \$3.00 environmental levy per day. A security deposit of \$250 USD to cover incidental charges in addition to the room charges is required upon registration. 100% non-smoking hotel. No pets allowed. Complimentary Self-Parking when available.

AVAILABILITY

In the rare case that the hotel cannot accept a booking, guests will be offered a full refund. In the case of an act of God (strike, war, *etc.*), the hotel will do its utmost to find an alternative accommodation in another accommodation but will not be held responsible if this is not possible

CANCELLATIONS

Our cancellation policies vary based on dates of stay. In the event of non-arrival or cancellation after the allotted cancellation period, a charge equivalent to the total reservations at the rate at which the reservation was made will be collected; in the instance of an online payment where monies have been paid, no refund will be given. Normal terms of payment apply to these charges.

PAYMENT

Cash and most major credit cards are accepted. Unless prepaid, full payment for room, tax, service charge and incidentals for the entirety of the stay will be taken at the time of arrival.

PRIVACY POLICY

Key Hotels & Resorts BV, (keymanagementgroup.com) understands the security of your personal information is important. We appreciate your trust in us to carefully and sensibly handle your information. This notice describes our privacy policy. **By agreeing to our Privacy Policy, you are accepting the privacy policy terms described below:**

PROTECTION/ PCI COMPLIANCE:

We are pleased to announce we partner with **TravelClick Inc.** (3rd Floor, 501 W. Church St, Orlando, FL, USA, 32805) for reservations and channel distribution. Travel Click has been audited by Control Case LLC and found to be in compliance with requirements of PCI Data Security Standard Version 3.2.1 as per Report on Compliance issued on October 10, 2019.

The PCI Data Security Standard is used by all major card brands as the common security standard for their compliance programs. Brands and programs include:

- VISA USA - (CISP-Cardholder Information Security Program)
- VISA International -(AIS-Account Information Security)
- MasterCard Worldwide- (SDP-Site Data Protection)
- American Express-(DSOP-Data Security Operating Policy)
- Discover Network -(DISC -Discover Information Security and Compliance)
- JCB-Fully supports the PCI DSS mandate

More information on the Privacy Policy of TravelClick can be found at: <https://www.travelclick.com/legal/privacy-policy/>

PERSONAL INFORMATION:

We may receive and store personal information (including but not limited to: name, gender, phone number, address, email, etc.) entered into our system. You may select not to provide certain personal information. We use this personal information to answer your requests, customize your experience, and for the general betterment of communication. It may be required to turn over your information to law enforcement when applicable. We are not liable for information you voluntarily share on social media or in the public domain. We will take the necessary steps to ensure your information is kept for a duration of time only as needed. We may share your information provided with other companies who provide goods or services that you are interested in. We may collect your information through various channels including direct contact, social media, newsletters, business partners, etc.

COOKIES:

Cookies transfer information to your hard drive that allows a company to recognize you, bettering the customized experience and allowing us to send you special offers. You may opt-out of cookies by disabling them by going through your preferred web browser, clicking on the "help" button and following instructions to prevent the browser from accepting cookies.

OPT-OUT:

You may choose whether to receive emails, newsletters, online marketing collateral, etc. from us. To opt-out please send an email to: info@keymanagementgroup.com with the corresponding information: Subject line: Opt-Out; State your name, email address and the specific hotel. For more information or concerns, you may contact our corporate offices at info@keymanagementgroup.com.

GDPR:

European residents receive rights under GDPR. GDPR (General Data Protection Regulation) provides certain rights for EU residents. You may decline to share certain information with us, in which case we may not be able to provide some of the features and functionality of the website. These rights include, in accordance with applicable law, the right to object to or request the restriction of processing of your Personal Information, and to request access to, rectification, erasure and portability of your own information. Where we process your Personal Information on the basis of your consent, you have the right to withdraw that consent (noting that such withdrawal does not affect the lawfulness of any collection performed prior to the date on which we receive notice of such withdrawal, and does not prevent the Processing of your Personal Information in reliance upon any other available legal bases). Requests to withdraw your consent should be submitted by contacting us using the contact instructions specified below. We retain your Personal Information for the time necessary to accomplish the purpose for which such information was collected. You have the right to ask us to confirm whether we are processing your Personal Information, receive information on how your data is processed, obtain a copy of your Personal Information, request that we update or correct your Personal Information, and request that we delete Personal Information in certain circumstances by contacting us using the contact instructions specified below. If you are an EU resident and have any unresolved privacy concern that we have not addressed satisfactorily after contacting us, you have the right to contact the appropriate EU Supervisory Authority and lodge a complaint. If the GDPR applies to you as an EU resident and you have a request or concern, please contact us at info@keymanagementgroup.com and specify as follows: Subject line: GDPR State your name, email address and the specific hotel.

CHILDREN

We do not sell products or services to children. If you are under 16, you may use this site only with involvement of a parent or guardian. We request that no minors provide us with Personal Information.

NON-RELATED ENTITIES

This privacy policy does not address, and we are not responsible for the privacy, data or other practices of any entities outside of Key Hotels & Resorts, including franchise companies, Hotel owners, agents, business partners, or any third party operating any site or service to which may be linked to from this site. The inclusion of a link on this site does not imply endorsement of the linked site or service by us. We have no control over, and are not responsible for, any third party's collection, use and disclosure of your Personal Information. If you link to another site, your privacy depends on the policy of that site. We strongly urge you to check their privacy policy. Not all sites guarantee that they will not share your personally identifiable information with others.

In addition, we are not responsible for the data collection, use, disclosure or security policies or

practices of other organizations, such as Facebook, Apple, Google, Microsoft, RIM or any other app developer, app provider, social media platform provider, operating system provider, wireless service provider or device manufacturer, including with respect to any Personal Data you disclose to other organizations through or the Apps or our Social Media Pages.

La Cabana Beach Resort & Casino's webshop is operated by Key Hotels & Resorts B.V (KvK: 75515687 VAT: 8585.71.572L01)