

RIDING ROCK RESORT & MARINA



Thank you for your interest in visiting Riding Rock Resort & Marina.

BOOKING POLICIES & GENERAL INFORMATION

Payments: A \$150 per person deposit is required in order to confirm a reservation. The final balance is due 45 days prior to arrival date. Reservations are not confirmed until proper payment is received. Reservations made within 45 days of arrival require full payment at time of reservation

Forms of Payment: All payments must be made in US currency. Checks must be drawn on US banks, made payable to **Travel Resource Solutions** and mailed to:

Travel Resource Solutions
Attn: Riding Rock Resort & Marina
P.O. Box 14486
Ft Lauderdale, FL 33302

We reserve the right to electronically debit your account if a check comes back dishonored, plus a \$25.00 processing fee and applicable tax. The use of a check is your acceptance of this agreement and its terms. If wiring payment, the sender must pay for any bank transfer fees.

MasterCard and Visa are accepted for reservation payments. If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date. **Please note that credit card charges will come through in the name of "TRC Travel Center or Agent Fee TRC Travel " depending in the type of credit card used.**

Group Reservations: Special deposit, payment and cancellation policies apply to group reservations. Please inquire.

Cancellations/Refunds: Cancellation made 46 days or more prior to arrival will receive a full refund. Cancellations made within 45 – 31 days of arrival will forfeit the deposit. Cancellations 30 days or less, no-shows, unused nights and/or package features due to premature departure will receive no refunds. The unused portion of any reservation is non-transferable and not refundable. Riding Rock is not responsible for missed or delayed flights. We highly recommend guests to purchase trip insurance!

Re-Booking and/or Change in Reservation Fee: A US\$25.00 per person fee will be assessed for any changes made to reservations once vouchers and documents have been issued. Change fees are in addition to any applicable penalties as the original date is being cancelled.

Entry/Exit Requirements: Everyone, including children of any age entering the Bahamas must have a valid Passport and a return or ongoing ticket. No Visas are required for US or Canadian citizens. For other nationalities, it is your responsibility to ensure your own visa requirements, and no refunds will be awarded for customers denied access for lack of proper Visa. There is a departure tax of U.S. \$29.50 from Nassau which most commercial carriers include in their ticket prices. If the tax has not been collected or you are traveling by private aircraft it will be paid at the airport upon departure.

Traveling with Minor Children: Some countries require the parent(s) of minor children (under 16) to present copies of documents associated with the child's Passport Application in addition to the Passport

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itself. To prevent any issues with immigration, it is recommended that parents travel with a copy of their child's birth certificate, and refer to:

<http://travel.state.gov/content/passports/english/passports/under-16.html> for any additional documentation requirements.

Minimum Stays: Minimum seven night stay during Christmas and New Years' week.

Insurance: We are not responsible for compensating or crediting any traveler for any loss incurred due to delays or cancellations. Trip interruption/cancellation insurance is your only protection. We highly recommend you purchase either Deluxe or Elite coverage from our trusted provider via this secure link: www.itravelinsured.com. We also encourage all divers to have [Dan Master Insurance Plans](#).

PLEASE REMEMBER TO TAKE THIS WITH YOU! **PRE-TRIP PLANNING**

Packing Considerations: Casual summer wear can be worn during the day any time of the year; but be sure to bring a jacket or sweater for cooler evenings from December to February. Life is simple on San Sal and we recommend that you pack lightly, but do bring a sufficient supply of sunscreen and insect repellent. We'll provide you with toiletries and a hair dryer, beach towels and all linens, an alarm clock and iron so no need to pack these items!

We know you will want to keep well hydrated during your stay, especially when you are diving. We therefore encourage all guests to bring their own reusable water bottles for use on the boat, to eliminate the necessity to use plastic cups. Your efforts will help us keep the islands landfill clear of unnecessary waste that cannot be recycled.

Airline luggage restrictions have been constantly changing **be sure to check your airline's web site(s) for the most current information on baggage allowances and restrictions.** For most international flights, any luggage over 50 pounds will have a surcharge and you could potentially be told to remove something from the bag. In most cases luggage over 70 pounds will not be accepted. Domestic flights especially those booked independently of the international flight will most likely have other allowances and restrictions. Best advice is travel light!

In the unlikely event you arrive on San Salvador without your luggage, please make sure you have packed your "trip essentials" in your carry-on bag, such as your C-Card for diving or Referral Papers for Dive Courses, a pair of shorts, bathing suit, dive mask, **medicine**, sunglasses or anything you consider necessary to begin enjoying your stay from the moment you arrive. Bahamas Air from Nassau to San Salvador is a small aircraft and you cannot take your typical size luggage carry-on onto the plane. You will need to check your carry-on when you are on the tarmac. For carry-on aboard the plane, we recommend soft sided duffel or backpack that you can squeeze under the seat or in the overhead compartment. Approximately 12" x 12" x 8".

Dive Computers: Please be aware that all dives at Riding Rock Resort are computer dives, and that all divers need to have their own computer. If divers do not have their own, Aqualung Gekko computers are available for rent.

Diving Lay Day: Saturdays are lay days for the dive staff so no dive boats or dive courses will be scheduled for this day.

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Traveling with Children: Please be sure you have notified us in advance of travel if you will need a babysitter. Babysitting can be pre-arranged for an additional hourly or daily charge.

ARRIVING ON SAN SALVADOR

Transportation and Transfers: A representative from the hotel will be at the airport to greet you upon arrival and bring you to Riding Rock Resort & Marina. Guests flying in privately, please call from airport for pick up. There are also a limited number of rental cars available for hire. A Valid driver's license is required. British rules apply, so please drive on the left and be extra careful on roundabouts. Visitors may use their home licenses for up to three months. Pedestrians should remember to look right before crossing streets.

Arriving at Riding Rock: The Front Office at the Resort is open from 7:00 AM – 9:30 PM. A Mastercard or Visa credit card will be needed upon arrival at the Resort as a deposit against incidental charges incurred during the stay. American Express is not accepted at the Resort. Check in time is 3:00 PM.

Room Amenities: All guest rooms have Cable TV and telephone. Mini refrigerators are also available in the Deluxe rooms. A safety deposit area is available at the Front Office.

Property Amenities: In addition to a beautiful white sand beach ideal for swimming or snorkeling, there is also a pool, bicycle, golf cart and car rental service and marina for fishing charters.

Dive Operation Information: For certified divers, we do check Certification Cards at the dive store. All recognized agencies will be honored. Our boats leave the marina at 9:00 AM each morning for a two tank trip. In some circumstances the dive boat may return to the dock between tanks. After the second dive, the boats return to the dock around 12:30 - 1:00 PM. The dive boats leave again for a one tank wall dive each afternoon (except on Tuesday) around 2:30 PM. Night dives are scheduled for Tuesday evenings. All dive equipment except for wetsuits, remains on the boats for the duration of your trip as the crew gives everything a fresh water rinse daily. Wetsuits and skins are hung up to dry in an outdoor area. Tanks available include standard 80 cu ft aluminum as well as compact 80's. These compact cylinders are 4 pounds heavier in the water than a standard 80 and allow you to wear less weight on your body. **Saturdays are lay days for the dive staff, so no diving!**

Food Service: The Oceanside Dining Room serves breakfast from 7:30 - 9:00 AM, lunch from 12:30 - 2:00 PM and dinner from 6:30 - 8:30 PM. The Driftwood Bar is open from 4:00 - 11:00 PM. Sandwiches, fries and side salad may be purchased between hours. There is also a snack bar across from the marina which is open from 10:30 AM – 4:00 PM.

Drinking Water: All drinking water is imported onto the island. Bottled water is served in pitchers at meals. Drinking water for personal use outside the dining room may be purchased at the bar. Small and tall bottles are available for a nominal charge which may be added to your room's account. Please be considerate and do not fill your water bottles from the table pitchers.

Electricity: No adapters are needed for North Americans as the outlets are square prong 110-120 volt/60-cycle AC electrical current. Some Europe 230 Volt/50 Hz appliances will work fine using a round prong adapter, but others with simple motors will run too fast on the higher frequency of 60 Hz and should not be used. Please check manufacturer's instructions if in doubt!

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Internet & Phone Service: Wireless Internet connection is available with your own laptop computer at the Club House (which includes the lobby, restaurant, bar and patio) as well as the marina area. It is not available from the rooms. Rooms do have land line telephones from which calls can be placed with the assistance of the Front Office. Cell phone clients have generally been lucky with ATT service and any cell phone that operates on GSM technology. For those of you with a blackberry you can send and receive email at approximately 2 cents per KB. From our experience an average email is 10KB.

Currency: The legal tender is the Bahamian dollar (B\$1), which is equivalent in value to the US dollar. Both US and Bahamian dollars are accepted interchangeably throughout the islands. Note: If using credit cards on island, please be aware that most credit-card companies are now adding an extra 2% to 5% fee on international transactions in addition to any currency-exchange commissions.

Tipping: Gratuities are not included in your hotel or dive package. Tipping is at your discretion and should be guided by the quality of service you receive. Guests should consider tipping housekeeping staff, wait & bar staff, boat captains and dive guides and anyone else who provides good service. Tips are always welcome for a job well done.

Time Zone: Eastern Standard Time is used within The Islands of The Bahamas. April to October is Eastern Daylight Time, in conjunction with US summer hours.

Water Temperature: Normally 78° - 86° F all year, slightly warmer in the summer and fall and cooler in the winter and spring. A 2-mm to 3mm full suit is recommended for divers for summer and 3mm - 5mm in winter.

Emergencies: There is a hyperbaric recompression chamber on island. (Located at Club Med) San Salvador also has a clinic 5 minutes from Riding Rock Resort & Marina and San Salvador Intl airport can facilitate air ambulances service 24 hours a day.