GENERAL TERMS AND CONDITIONS

Hotel Bookings – Saba Rock Resort

These summary terms apply to accommodation bookings at Saba Rock Resort. They are provided by Bestate s.r.o., a limited liability company incorporated in the Czech Republic, Company identification number 03858677, registered office at Evropská 2690/17, Dejvice, 160 00 Praha, Czech Republic, trading as “Saba Rock Resort” (the “Resort”). By completing a reservation, the guest confirms that they have read and accepted these terms and the rate conditions of the selected rate. Effective from 1 September 2026; the full General Terms and Conditions of Saba Rock Resort apply in addition.

Contact

- Bestate s.r.o., trading as Saba Rock Resort – Company identification number 03858677.
- Business address: Evropská 2690/17, Dejvice, 160 00 Praha, Czech Republic.
- Premises: Saba Rock, North Sound, Virgin Gorda, VG1150, British Virgin Islands.
- Telephone: +1 (284) 393-9220.

1. Rates, Taxes and Fees

- All rates are in US Dollars (USD) only, per room, per night, excluding breakfast.
- Rates exclude a 10% government tax and a 10% resort fee. The full total, including all taxes and fees, is shown before the reservation is confirmed.

2. Reservation and Payment

- A reservation is binding once confirmed by the Resort by email, or by the automatic confirmation of the online booking system.
- A valid payment card is required at booking. The guest authorises the Resort to charge the card for deposits, balances, penalties, no-show charges, taxes, fees and incidental charges under the reservation. If a payment is declined, the Resort may request another form of payment or cancel the reservation.

3. Non-Refundable Rate

- Full payment is charged at the time of booking.
- The reservation cannot be cancelled, modified or refunded. The full amount is forfeited on cancellation, modification, early departure or no-show.

4. Flexible Rate

- A 50% deposit is charged at booking. The balance is charged automatically 2 days before arrival. For bookings made within 2 days of arrival, full payment is charged at booking.
- Cancellation or modification more than 2 days before arrival: the deposit is refunded, less any bank, card-processing or administrative fees.
- Cancellation or modification within 2 days of arrival, or a no-show: 100% of the reservation total is charged.
- No refund or credit is given for no-shows, early departures, unused nights, late arrivals, changes within 2 days of arrival, or travel disruptions outside the Resort's control.
- Requests must be made in writing and are confirmed only once acknowledged by the Resort. Bookings made through a third-party provider must also be cancelled through that provider.

5. Changes and Occupancy

- Changes are subject to availability and any rate difference. Reducing nights, rooms or guests may be treated as a partial cancellation.

- Occupancy must not exceed the room's stated maximum. All adults and children must be included in the reservation; unregistered guests may result in extra charges or cancellation.

6. Refunds

- Approved refunds are returned to the original payment method. Processing times depend on the card issuer, and bank, currency-conversion or processing fees may be deducted.

7. Stay Rules

- Check-in from 3:00 p.m.; check-out by 11:00 a.m. Early check-in or late check-out only by prior arrangement and may be subject to a fee.
- The Resort is non-smoking (including e-cigarettes); a cleaning penalty of US$200 applies. Smoking is allowed only in designated outdoor areas.
- Quiet hours are 10:00 p.m. to 7:00 a.m. A serious breach may result in a fine of up to US$400. Management may vary quiet hours for events or holidays.
- A smart casual dress code applies. Well-behaved and trained pets are allowed; the guest is responsible for their pet's behaviour and any damage or extra cleaning.
- The guest is responsible for damages, missing items and excessive cleaning costs, which may be charged to the card on file, and must settle all costs by the day of departure.
- The Resort is not liable for items left behind, lost or stolen, unless handed over for safekeeping against written confirmation.

8. Travel and Weather

- The guest arranges their own travel and should allow time for weather, airline, ferry or customs delays. The Resort is not responsible for missed nights, late arrivals or early departures caused by events outside its reasonable control. Travel insurance is strongly recommended.

9. Delivery of Services

- The Resort provides accommodation services at its premises on the dates in the confirmation; no goods are shipped. If the confirmed accommodation is unavailable, the Resort arranges adequate alternative accommodation.

10. Complaints and Disputes

- Please report any issue during the stay so it can be remedied, or send a written complaint to the contact details above. The Resort will try to resolve it amicably.
- Out-of-court dispute resolution: an unresolved consumer dispute may be submitted to the Czech Trade Inspection Authority (ČOI), Ústřední inspektorát – oddělení ADR, Štěpánská 796/44, 110 00 Praha 1, Czech Republic; adr.coi.cz; adr@coi.cz; tel. +420 296 366 360, within one year of first asserting the right with the Resort.
- These terms are governed by the laws of the British Virgin Islands; disputes are subject to the exclusive jurisdiction of the courts of the British Virgin Islands.

11. Privacy

- Personal data (name, contact, booking and payment details) is used only to manage the reservation, take payment, provide the services and meet legal obligations. It is shared only with service providers (e.g. payment and booking systems) or where required by law, and kept only as long as necessary.
- Guests may request access to, or correction of, their data in writing. Data is handled under the BVI Data Protection Act, 2021 and, where applicable, the EU GDPR.