



H A D C O E X P E R I E N C E S

# OUR ECOLOGE POLICIES/HOUSE RULES

## MT. PLAISIR ESTATE HOTEL

We invite you to refer to the following information for guidance on our policies prior to your stay at our beachfront ecolodge:

### CHECK-IN, CHECK-OUT AND SECURITY

- All guests must register at the Front Desk upon arrival with one (1) valid form of identification. Nationals of Trinidad and Tobago can use their passport, national identification card or driver's permit. Non-nationals are required to show a valid/current passport.
- All check-ins are at 3:00 p.m. AST daily.
- Guests checking into the hotel must be at least eighteen (18) years of age.
- All guests under the age of eighteen (18) are required to be accompanied by an adult.
- Check-outs are at 12 noon AST daily with a complimentary hour, if available.
- Guests will be issued one (1) key card that will be used to access the room. Please contact Reception if you are unable to open the room or have misplaced your key card.
- Guests are responsible for ensuring that their rooms are thoroughly secured before heading out.
- Safety deposit boxes are provided, and guests are encouraged to store valuables there. HADCO Experiences does not accept liability for lost or missing items during your stay.
- Please speak with our Reservations Team about visits by family and friends.

### EARLY ARRIVALS AND LATE DEPARTURES

- Early check-in or late check-out is subject to room availability on the day of arrival or departure.
- We ask that guests notify the ecolodge as far in advance as possible regarding requests for early arrivals or late departures.
- Late check-outs can be offered complimentary up to 1 hour, if available.  
Late check-outs are subject to a charge of USD 50.00 per hour from 12 noon – 3:00 p.m. AST, or USD 100.00 per hour from 3:00 p.m. to 6:00 p.m. AST. A full night's rate applies, per person, for check-outs after 6:00 p.m. AST.
- If we are unable to accommodate your request, your luggage can still be securely stored at the hotel free of charge to you until the requested time of your late checkout.



## HADCO EXPERIENCES

### RATE INFORMATION

- Rates are inclusive of all Applicable Taxes, Breakfast, Lunch and Dinner.
- Changes to the dates of stay, the number of guests per room, or number of rooms confirmed may change the rate and/or required payment of cancellation fees.

### PAYMENTS

- Bookings can be requested via email or telephone.
- A fifty per cent (50%) deposit is to be made within forty-eight (48) hours of receipt of invoice from HADCO Experiences and where applicable, proof of payment sent. Please see below for Group Reservations.
- Confirmation can only be given following the submission of proof of payment.
- Final Payments are to be made at least two (2) weeks before arrival.

### CANCELLATIONS AND NO-SHOWS

- Cancellations can be made up to forty-eight (48) hours prior to arrival without penalty.
- Cancellations under forty-eight (48) hours prior to arrival will be subject to one (1) night's charge, per person.
- Rooms not occupied by 11:00 p.m. AST on the day of arrival will be seen as no-show, unless the hotel has been informed of a late arrival.
- No-show reservations are subject to one (1) night's charge, per person.

### GROUP ROOM RESERVATIONS

- The allocation of rooms by type and bed configuration is subject to availability.
- To confirm a group, fifty (50%) per cent of the total room rate charge, per person, is required. This deposit must be made within ten (10) days after receipt of the reservation request and issue of an invoice by HADCO Experiences. If the Guaranteed Deposit has not been received within the established period, the room block is automatically released.
- The rooming list and copies of passports or country identification must be sent at least thirty (30) days prior to the arrival of groups. Name changes that do not require an increase or decrease in the number of rooms, may be sent seven (7) days prior to arrival.
- The reduction in the number of persons once the group is confirmed is subject to penalties.



## HADCO EXPERIENCES

### GROUP ROOM CANCELLATIONS AND NO-SHOWS

- No penalties will be applied for group bookings cancelled in advance of sixty (60) days before arrival.
- Cancellation from fifty-nine (59) to thirty (30) days before arrival will be subject to a fifty per cent (50%) cancellation fee on the total amount of the group.
- Cancellations made twenty-nine (29) to fifteen (15) days prior to arrival will be subject to seventy-five per cent (75%) cancellation fee on the total amount of the group.
- Cancellations that are made fourteen (14) days or less prior to arrival, will be subject to one hundred per cent (100%) cancellation fee, on the total amount of the group.
- No shows are non-refundable.

### CHILDREN

- Children who are five (5) years of age and under stay free with an accompanying adult (two children per room, based on room type).
- Children aged six (6) to twelve (12) are offered fifty per cent (50%) off the nightly rates.
- Children (under eighteen (18) years of age) must be accompanied by an adult eighteen (18) years of age or over at all times and shall not be left unattended on the property at any time during their stay.

### NOISE POLICY

- Unwanted, disturbing or excessive sounds or movements are not allowed on the property, and common areas at all times. However, in support of special events such as family gatherings or retreats, please speak with our Reservations Team about your agenda and technical needs.
- No radios, televisions or external speakers are allowed in the rooms, common areas, trails, or waterfalls. Guests are also encouraged to use headsets if using a laptop for recreation or a cellular device that carries gaming or music playlists.
- There is a strict NO IN-ROOM PARTY POLICY to ensure that we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be issued to reduce the noise. If our request is not followed, the guest(s) will be asked to leave the hotel without refund.
- Quiet time is from 10:00 p.m. to 7:00 a.m. AST daily, especially during the turtle nesting season.



## H A D C O E X P E R I E N C E S

### SMOKING POLICY

- We are happy to offer a smoke-free environment.
- This includes the use of cigarettes, cigars, E-cigarettes, vaping, and any other form of smoking.
- Please note that a minimum fee of USD 450.00 will be charged if smoke is detected in guest rooms.

### MEALS

- Your package includes a Welcome Snack, Breakfast, Lunch, and Dinner. No external food or beverages are allowed.
- All meals must be consumed on the property.
- Meals will be served in at the following times in our Restaurant:
  - Breakfast – 8:00 a.m. – 10:00 a.m. AST
  - Lunch – 12:00 Noon – 2:00 p.m. AST
  - Dinner – 7:00 p.m. – 9:00 p.m. AST
- One (1) non-alcoholic beverage per person is included with your meals. Additional beverages will be added to your incidental charges.
- Please speak with our Reservations Team about any dietary restrictions or preferences.
- All meats are halal.

### CLEANING AND CLEANLINESS POLICY

- All rooms are outfitted with toiletries and towels free of charge.
- Towels and bed linen will be changed every other day following arrival.
- Only Service Animals are allowed on the premises.
- Do not bring items and articles that can cause inconvenience to other in-house guests.
- The hanging or airing of clothing or towels outside of your room, is strictly prohibited.

### USE OF COMMON BATHROOMS

- Separate male/female restrooms are available in Reception and near the Conference Room.
- Guests must be dressed appropriately when going to the public bathroom or shower. Nudity is not allowed in the corridors and common areas.



## H A D C O E X P E R I E N C E S

### GREEN AND ECO-FRIENDLY POLICY

- Please switch off the lights when you leave the guestroom.
- Avoid taking long showers.
- Please dispose of waste in our specially designated bins.

### WI-FI

- Wireless connection is provided as a complimentary service to all guests free of charge.
- Guests are to provide their own PC/laptop in order to be connected to the internet.
- The download or viewing of pornography or political propaganda via our networks is strictly prohibited.

### TERMS AND CONDITIONS

- Cancellation policies, payment dates, and special terms and conditions for each group will be specified in the contract once the group has been confirmed.
- The above cancellation policies are a reference and may be subject to change if group size changes after service is confirmed.

### DAY PASSES

- Day Pass Time: 9:00 a.m. – 5:00 p.m. AST
- Day Passes are offered at TTD 500.00 per person and includes:
  - Lunch and one Non-alcoholic Beverage.
  - Complimentary Wi-Fi is available in all public areas.
  - Potable drinking water.
  - Access to the pool, restaurant, beach furniture and kayaks.

Bookings must be made at least forty-eight (48) hours prior to arrival through our Reservations Office and paid in full before arrival via an online payment link.

### COURTESIES AND CONDUCT

- No glass of any kind is allowed in the pool areas.
- Personal electronics should be enjoyed privately with headphones.
- Personal pool toys and/or floats are not allowed.



## HADCO EXPERIENCES

- No rough play.
- Please do not disrupt the quiet enjoyment of other guests.

### ADDITIONALLY:

- For safety reasons we do not recommend that children under the age of twelve (12) be left unsupervised at the pool.
- No diving or splashing.
- We recommend that you wait at least one (1) hour after eating before entering.
- Older adults should remain in the company of a designated family member while at the pool.
- Pregnant women should consult with their doctor about bathing in the pool.

### NO PORTABLE COOKING EQUIPMENT

- Cooking is not allowed in guests rooms or anywhere on the property.
- Violation of this policy will result in a cleaning/cleanup fee of US\$300 and/or immediate eviction.

### GENERAL INFORMATION

To make your stay more enjoyable please adhere to the following:

- In case of an emergency, follow the instructions of HADCO Experiences' staff members.
- Adults must always supervise their children in all areas of the resort.
- Food or Beverages purchased outside HADCO Experiences at Mount Plaisir Estate Hotel, may not be brought into the property.
- Glass bottles or containers may not be brought into the property.
- Running in the common areas and jumping or diving into the pool is not allowed.
- Guests must exercise caution when walking in the common areas, as the grounds may be wet.
- Exercise caution when walking in the rivers as the river stones may be slippery or sharp.
- Plants or animals may not be removed from property.
- Personal photography and videos are allowed in the resort. However, no photos or videos may be taken of other guests without their consent.
- If there is an interest in photographing or filming for advertising, professional, or educational purposes, please contact us via [info@hadcoexperiences.com](mailto:info@hadcoexperiences.com) for formal approval and for a guided tour of the facility.



## H A D C O E X P E R I E N C E S

- Aerial drone and unmanned aircraft use in the resort area is not permitted. The use of this equipment requires a previous formal approval from the management, and it is controlled as per Trinidad and Tobago regulations. (Refer to Trinidad and Tobago's Civil Aviation Authority (TTCAA) Civil Aviation [(No. 19) Unmanned Aircraft Systems] Regulations, 2016, Legal Notice No. 183, Vol. 55, No. 132) for further information.
- HADCO Experiences at Mt. Plaisir Estate Hotel maintains policies to fight any type of sexual exploitation of children and adolescents and supports the Children's Act of Trinidad and Tobago that sanctions this type of human exploitation, as we consider that sexual exploitation of human beings violates the fundamental objective of tourism. HADCO Experiences will terminate immediately any contract with a company that in one way or another contributes to facilitating or promoting sexual exploitation. Additionally, we reserve the right to cancel or curtail reservations for guests with inappropriate conduct, or guests that due to his/her conduct may disturb or affect services to other customers.