

2012 CANCELLATION AND DEPOSIT POLICIES FOR THE PALMS

Dates	Policy
Jan 03 - Feb 15, 2012	A
Feb 16 - 20, 2012	B (Boat Show)
Feb 21 - March 15, 2012	A
Mar 16 - Mar 25, 2012	B (Winter Music Conference, Ultra Music Festival)
Mar 26 - May 23, 2012	A
May 24 - 28, 2012	B (Memorial Day)
May 29 - Dec 05, 2012	A
Dec 6 - 9, 2012	B (Art Basel)
Dec 10 - 28, 2012	A
Dec 29 - Jan 02, 2013 (New Years)	B (New Years)

Low/High Season - Policy A:

Guarantee Policy:

A first night's room and tax deposit is due and payable at time of booking. This deposit is refundable less a \$ 25 administration fee in case the reservation is cancelled up until **3 Days** of arrival date.

Cancellation Policy:

Reservations can be cancelled for a \$ 25.00 administration fee up until **3 Days** prior to arrival. Late cancellation and No show penalty equals the first night's room and tax deposit.

Changes to existing reservations:

Changes are subject to a \$ 25.00 administration fee.

Special Events - Policy B:

Guarantee Policy:

A first night's room and tax deposit is due and payable at time of booking. This deposit is non-refundable.

Cancellation Policy:

Reservations over high demand dates can be cancelled up until **7 days** prior to arrival and the first night's deposit will be retained. Late cancellation and No show penalty equals the **full value of the reservation (incl. tax)**.

Changes to existing reservations:

Changes are subject to a \$ 50.00 administration fee.

Early Departure Policy:

Reductions in the length of stay are subject to the full value of the reservation (including taxes)