

Adopted by CHTA Board  
of Directors, June, 2018



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION

## **Caribbean Hotel and Tourism Association Hurricane Cancellation Guidelines for NHTAs**

*Note:*

*A growing number of hotels and destinations have established hurricane cancellation policies to address traveler concerns. These are intended to boost consumer confidence in traveling to the region during periods of potential storm activity. CHTA has considered policies already in place by some destinations and hotels in developing recommended hurricane cancellation guidelines for National Hotel and Tourism Associations (NHTA) and hotels and tourism-related businesses throughout the Caribbean. These are recommended minimum guidelines. We recognize that businesses, associations, and destinations may opt to adopt policies which are more or less liberal than what is recommended.*

*Below you will find two statements. One is for our industry's internal use, providing detailed recommended guidelines and is intended for consideration by NHTA's and individual properties in the formulation or updating of their cancellation policy. The other is very general in nature, for dissemination to local, regional, and international media.*

### **CHTA Hurricane Cancellation Guidelines for Internal Consideration in the Formulation of Company and/or Destination Policy and Guidelines**

The likelihood of a hurricane directly affecting most areas of the Caribbean in any given year is rare, given the vast geography of the over one million square miles of the Caribbean basin. The frequency of hurricanes varies greatly from year to year. Therefore, what happens in one part of the Caribbean will often not effect on other parts of the region. Not every hurricane may directly affect travel plans.

Nevertheless, recognizing public concerns and perceptions regarding travel to the Caribbean during the hurricane season and the need to provide assurances to travelers and prospective travelers, the Caribbean Hotel and Tourism Association has established voluntary guidelines for the region's 32 hotel and tourism associations and its accommodations and attractions members. These guidelines are intended to provide minimum assurances.

A number of Caribbean destinations, independent properties, hotel chains, and airlines exceed these assurances with established guidelines and policies for addressing travel cancellations, extended stays, early departures and rescheduling. In addition, airlines and many hotels offer traveler insurance, either directly or through third-parties booking services.

#### **Recommended Guidelines:**

- Policies or practices should consider travelers who would need to postpone or cancel their vacation or extend their stay in the event of an official hurricane warning being issued by the Government for the destination and/or the closure of an airport, flight cancellation, and property damage which may prevent travel on the scheduled dates. Additionally, special considerations should be given when a tropical storm warning or hurricane watch have been issued
- A clearly formulated cancellation policy should be enacted when the destination's Government officially declares that a tropical storm warning, hurricane watch or hurricane warning is in effect and the storm is forecasted to pass over or within 75 miles of the destination. These policies may vary depending whether a tropical storm warning, hurricane watch or hurricane warning are in effect

- In the event that a hurricane warning is in place during scheduled travel dates or the destination/hotel is unable to accommodate a guest, consideration should be given to offering the traveler a choice of using deposits or payments toward a future stay at their property or an affiliated property. This offer should be valid for a defined period (*Note: offers are typically provided for re-booking dates up to 90 days and as long as 360 days following the original travel date.*)
- In the event that a guest is already staying at a hotel in a destination under a hurricane warning and needs to extend their stay beyond the original departure date due to the temporary closing of an airport or airline cancellations, it is recommended that CHTA member hotels agree to offer a room rate at or below the rate which is part of their existing arrangement.
- Should a guest choose to depart early from the hotel or destination due to a hurricane warning, it is recommended that the guest not be billed for unused nights or services.
- Guests who are unable to arrive due to a flight cancellation or airport closure should be able to arrive on a later date without penalty.
- Group bookings and third-party bookings (i.e. online travel agency, travel wholesaler and tour operator) will be handled in accordance with the policies of the third-party.

Although it is not mandatory that all hotels in the Caribbean should adopt a Hurricane Cancellation Policy, properties are encouraged to do so. CHTA's Hurricane Cancellation Guidelines are designed to facilitate the comfort of guests as well as to protect the reputation of hotels and destinations in the Caribbean. Travelers are advised to consult with their hotel, airline, travel agency or tour operator on specific policies.

---



---

### **CHTA Hurricane Cancellation Guidelines** ***(for dissemination to local, regional, and international media)***

Recognizing public concerns and perceptions regarding travel to the Caribbean during the hurricane season and the need to provide traveler assurances, a growing number of Caribbean destinations and hotels have adopted hurricane cancellation policies.

The likelihood of a hurricane directly affecting most areas of the Caribbean in any given year is rare, given the vast geography of the over one million square miles of the Caribbean basin. The frequency of hurricanes varies greatly from year to year. Therefore, what happens in one part of the Caribbean will often not have an effect on other parts of the region. Not every hurricane may directly affect travel plans.

To encourage more destinations and hotels to provide these assurances to travelers and prospective travelers, the Caribbean Hotel and Tourism Association has established voluntary guidelines for the region's 32 hotel and tourism associations and its accommodations and attractions members. These guidelines are intended to provide recommended minimum assurances for addressing travel cancellations, extended stays, early departures and rescheduling should a destination be under imminent threat.

A number of Caribbean destinations, independent properties, hotel chains, and airlines exceed these assurances. In addition, airlines and many hotels offer traveler insurance, either directly or through third-parties booking services.

Although it is not mandatory that all hotels in the Caribbean should adopt a Hurricane Cancellation Policy, properties that are members of the CHTA are encouraged to do so. CHTA's Hurricane Cancellation Guidelines are designed to facilitate the comfort of guests as well as to protect the reputation of hotels and destinations in the Caribbean. Travelers are advised to consult with their hotel, airline, travel agency or tour operator on specific policies.