



GENERAL POLICIES

Accommodations

All accommodations are equipped with a custom kitchen, air conditioning, free high-speed Wi-Fi access, a flat screen TV with Amazon Firestick, a coffee machine, a laptop-size personal safe, minibar offerings, books and games. Also included are organic amenities, bathrobes and slippers.

Coulibri Ridge guests have a designated villa attendant who will see to all accommodation details throughout the guests' stay.

All accommodations are double adult occupancy only, except for our Morne Fou Lofts and Sky Penthouses where 1 child (12-17 years old) may accompany up to 2 adults.

All accommodations are non-smoking.

Please note that due to our remote location, there is no cellular service at Coulibri Ridge. Calls on mobile phones can be made using a Wi-Fi-based service such as Skype, Facetime and Zoom. There is free WiFi throughout the property.

Please note that Coulibri Ridge's physical location and our desire to interfere as little as possible with the terrain means that access to all accommodations and common areas is solely via multiple staircases and a few hilly or steep roads.

Minimum stay

Minimum stay at Coulibri Ridge is **3 nights during our Summer and Peak seasons, and 5 nights during our Festive Season.**

Children

Coulibri Ridge welcomes children between the ages of 12 and 17 years old, with signed parental waiver. In certain accommodation types (Sky penthouse and Morne Fou loft only), one child may accompany a maximum of two adults, at the additional charge of US \$50.00 per night. Please note that there is no additional air conditioning in the sofa bed area of these accommodations (where a 3rd occupant would sleep), however there is pleasant natural ventilation.

Transportation

For stays of 7 nights or more, airport or ferry transfers are complimentary.

Concierge

Coulibri Ridge has a dedicated concierge who can recommend and help tailor the best private tours and activities to discover and enjoy the natural beauty of Dominica.

Amenities

For the 2022-2023 season Coulibri Ridge's amenities are reserved for booked guests only. The two communal pools, the two dining rooms, the spa, the yoga pavilion, the gym and the electric bicycles are reserved solely for booked guest usage.

The usage of the electric bicycles is subject to a signed personal waiver.

Special events

Please contact us to get the rate for renting the property for one group or a special event.

Rates and packages

Until a reservation deposit payment has been processed, rates and packages are subject to change.

Booking deposit

3 nights deposit will be charged at the time of booking. A reservation is not confirmed until the deposit has been processed.

Payment can be made by credit card or wire transfer. Please contact 767-255-9200 if you wish to pay by wire transfer.

Cancellation policy

Except for reservations from December 15, 2022 through January 15, 2023, for cancellation or modification notifications with less than 30 days' notice, the reservation deposit will be charged as a cancellation fee.

Except for reservations from December 15, 2022 through January 15, 2023, for cancellations or modifications made within 21 days of arrival, the full amount of the reservation will be charged as a cancellation fee. This cancellation fee will also be applied to early departures or no shows.

Reservations from December 15, 2022 through January 15, 2023, for cancellation or modifications with less than 60 days' notice, the full amount of the reservation will be charged as a cancellation fee. This cancellation fee will also be applied to early departures or no shows.

Inclement weather and other travel conditions

In the event of an official tropical storm or hurricane warning issued for the island of Dominica resulting in closed airports or cancelled airline or ferry schedules, therefore not allowing guests to travel to Dominica, Coulibri Ridge will waive the cancellation fee and apply the full deposit to a future stay, valid for one year from the original stay date.

In the event of an official airline or ferry delay or cancellation resulting in guest arrival a day or more later than planned, Coulibri Ridge will offer guests a voucher (valid for one year) for an extended or

future stay based on availability for an equivalent villa and number of nights missed at Coulibri Ridge for a maximum of 2 nights, after which the prevailing rates will apply.

For in-house guests waiting for the next available return flight, Coulibri Ridge will extend the stay based on availability at the same rate confirmed on the original reservation, or will offer alternative accommodation, if available.

Coulibri Ridge advises all guests to acquire comprehensive travel insurance to safeguard against such unexpected circumstances.

Covid19 and quarantine

Coulibri Ridge is a Safe in Nature Certified property. The Coulibri Ridge management team is happy to assist guests in navigating the pre-arrival and departure processes.

The Government of Dominica Covid19 protocols can be found on the Discover Dominica website: <https://discoverdominica.com/travel-advisory-for-dominica>

These protocols are subject to change so Coulibri Ridge invites its guests to review them frequently.

As a Safe in Nature Certified property, in the event that a guest of Coulibri Ridge has to be placed in quarantine, the guest is allowed to quarantine at Coulibri Ridge at her/his own expense. Coulibri Ridge will do its best to quarantine a guest in the type of accommodation the guest has reserved but it remains possible that the guest may need to be isolated from her/his party and therefore incur the expenses of an additional accommodation for the duration of quarantine.

Coulibri Ridge advises all guests to acquire comprehensive travel insurance to safeguard against such unexpected circumstances.

Covid19 testing

Coulibri Ridge works with two private laboratories for on-site antigen testing.

Please note that PCR testing currently is not offered privately; all guests who need PCR testing will be accompanied throughout the PCR testing process at the government designated sites.

About Coulibri Ridge

Coulibri Ridge is entirely off-grid, solar and wind powered. Drinking water is refreshing, purified rain water captured by the roofs and stored in vast underground cisterns. Every aspect of Coulibri Ridge, from construction to operations, has been designed from inception to minimize the project's impact on the natural environment and to showcase how a small, comfortable, off-grid resort can be a model for local, sustainable tourism development. To further contribute to the sustainability goals of Dominica, we founded two active, not for profit organizations: REZDM (www.rzdm.org) and the Humane Society of Dominica (www.hsdominica.org).

Please don't hesitate if you have any question. We would be delighted to give you more information and be of assistance in designing a stay that will meet all of your expectations.