



## GENERAL POLICIES

### Accommodations

All suites 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 equipped with standard American electrical power and outlets (110v/60hertz).

All accommodations are non-smoking.

***Please note that due to our remote location, there is no reliable 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 throughout Coulibri Ridge, including 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**. Certain packages may, for time to time, have different minimum stay requirements.

### 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 3<sup>rd</sup> occupant would sleep), however there is pleasant natural ventilation.

### **Transportation**

For stays of 5 nights or more, airport or ferry transfers are complimentary.

For stays of less than 5 nights, we will be happy to make arrangements, please inquire about our rates.

### **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**

Coulibri Ridge's amenities are reserved for booked guests only. The two communal pools, the two dining rooms, the spa, the yoga pavilion (complimentary instructor led yoga/meditation/movement sessions are offered every week), 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.

### **Sustainability**

Coulibri Ridge is a fully sustainable small resort and as such we adhere to a number of policies regarding, among others: linen usage (changed every 3 days), water conservation (all of our suites have comfortable walk-in showers only), food conservation (pre-ordering of evening meals to reduce waste).

### **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. For a reservation during our Festive Season (Dec 16-Jan 8), the deposit is the full amount of the reservation and must be paid at the latest 60 days prior to arrival. Please note that a reservation is not confirmed until the deposit has been processed.

Payment can be made by credit card or wire transfer. Please contact +1 767-255-9200 if you wish to pay by wire transfer.

### **Cancellation policy**

Except for reservations from December 16th through January 8th (Festive Season), 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 16th through January 8th (Festive Season), 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 16th through January 8th 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. 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.

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.

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

### **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 its construction to its operation, 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 not for profit organizations: REZDM ([www.rezdm.org](http://www.rezdm.org)) and the Humane Society of Dominica.

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.