

Starwood Caribbean Offers Travel Interruption Policy

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The policy protects groups and individual travelers in the event of a hurricane and provides peace of mind for those vacationing at Starwood resorts throughout the Caribbean.

The Travel Interruption Policy goes in to effect when an area where a Starwood Caribbean resort is located is placed under a Hurricane Watch or Hurricane Warning.

Guests holding confirmed and non-refundable deposited reservations who cannot travel to a Starwood Caribbean resort due to a hurricane closure of the resort or airport will receive the option of a full refund or a one-room category upgrade on their next stay if they visit within a year.

Guests whose vacation at a Starwood Caribbean resort is interrupted by a hurricane and who wish to depart early will not be charged a cancellation fee and will receive a refund for any unused portion of their deposit. Starwood will replace the balance of a reservation for individual and transient and group bookings, including room and applicable taxes. Replacement vacations must be taken at the resort within one calendar year. Reservations for comparable accommodations are based on availability and black-out dates apply.

Any commission owed to travel agents will be paid on the stay interrupted by the hurricane. Other expenses including but not limited to airfare, food and beverage, or catered services are not included or covered by this policy. The policy is subject to change at management's discretion at any time without notice. Certain other terms and conditions apply.

Starwood Caribbean Travel Interruption Policy applies to a hurricane as defined and validated by the National Hurricane Center only. A hurricane is typically a tropical cyclone in which the maximum sustained surface wind is 74 mph or greater. Hurricane season runs through November 30.

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