Bungalows on the Bay

Chenay Bay, St. Croix, U.S. Virgin Islands

Privacy Policy, Terms & Conditions, and Guest Agreement

Effective Date: [Insert Date]

This Privacy Policy, Terms & Conditions, and Guest Agreement ("Agreement") governs the use of the website, reservations, and stays at **Bungalows on the Bay** ("Property," "Hotel," "we," "us," or "our"). By accessing our website, making a reservation, submitting payment, or entering the property, you acknowledge that you have **read, understood, and agreed to this Agreement.**

PRIVACY POLICY

1. Information We Collect

- Name
- Email address
- Phone number
- Mailing address
- Payment information
- Reservation details
- Guest preferences
- IP address and device information
- Website usage data

Information may be collected when guests make reservations, contact the property, subscribe to marketing communications, use the website, or participate in promotions.

2. Payment Security

Payments are processed through secure third■party processors. Bungalows on the Bay does not store full credit card numbers on internal systems. Although reasonable security measures are used, internet transmissions cannot be guaranteed completely secure.

3. Use of Information

- Process reservations and payments
- Communicate with guests

- Provide customer service
- Improve website and services
- Send promotional communications
- Maintain property safety and security
- Meet legal obligations

Guests may unsubscribe from marketing communications at any time.

4. Sharing of Information

- Booking platforms (Airbnb, Expedia, Booking.com, etc.)
- Payment processors
- Property management software providers
- Marketing service providers
- Government or law enforcement authorities when required by law

We do not sell personal information.

5. Cookies and Website Tracking

The website may use cookies and analytics tools to improve performance and user experience. Users may disable cookies through browser settings.

6. Data Retention

- Reservation records
- Accounting and tax compliance
- Legal requirements
- Customer service

7. Children's Privacy

Our services are not directed to individuals under 13 years of age and we do not knowingly collect personal information from children.

TERMS AND CONDITIONS

1. Reservation Eligibility

- Guests must be 18 years of age or older to make a reservation.
- A valid government■issued ID and payment method may be required at check■in.

2. Reservation Acceptance and Property's Absolute Right to Cancel or Refuse Service

- Submission of a reservation request does not guarantee acceptance.
- Bungalows on the Bay reserves the absolute right to refuse, modify, decline, or cancel any reservation at any time and for any reason.
- This right may be exercised before confirmation, after confirmation, prior to arrival, at check■in, or during a guest's stay.

Reasons for cancellation may include, but are not limited to:

- Safety or security concerns
- Operational or staffing limitations
- Maintenance or property damage issues
- Reservation system errors or overbooking
- Suspected fraudulent reservations or payment issues
- Failure to comply with identification or payment requirements
- Violation of property policies
- Disruptive guest behavior
- Prior negative guest history
- Government orders or regulatory requirements
- Force majeure events
- Circumstances affecting guest or staff safety
- Any situation management deems appropriate

3. Check■In Requirements

- Valid government identification
- Credit card for incidentals
- Agreement to property policies

4. Payment Authorization

- Room charges
- Taxes and fees
- Incidentals
- Damages
- Cleaning fees
- Policy violations

5. Cancellation Policies

- Policies may vary depending on reservation type or booking platform.
- Guests are encouraged to purchase travel insurance.

6. Force Majeure and Hurricane Policy

- Hurricanes or tropical storms
- Natural disasters
- Power outages
- Government orders
- Pandemics
- Travel disruptions
- Utility failures

7. Property Rules

- Quiet hours
- Maximum occupancy limits
- Respectful conduct toward staff and guests
- Responsible use of amenities

8. Smoking Policy

- Smoking prohibited indoors unless designated.
- Violations may result in cleaning fees up to $500 or more.

9. Unauthorized Guests or Parties

- Only registered guests permitted.
- Unauthorized gatherings may result in removal, additional charges, or cancellation of stay.

10. Damages and Excess Cleaning

- Broken fixtures or furniture
- Missing items
- Pet damage
- Excessive cleaning requirements

11. Ocean and Recreational Activity Risk

- Swimming
- Snorkeling
- Kayaking
- Beach access
- Dock use

12. Natural Environment Disclaimer

- Uneven terrain
- Slippery surfaces
- Wildlife and insects
- Ocean currents

13. Third■Party Services

- Excursions or transportation providers are independent third parties.

14. Security Cameras

- Cameras may be used in parking areas, entrances, and shared spaces.
- No cameras in guest rooms.

15. Media and Photography Consent

- Photos or videos may occasionally be captured for marketing.

16. Chargebacks and Payment Disputes

- Guests agree not to initiate chargebacks for legitimate charges.

17. Guest Conduct and Harassment

- Harassment or abusive conduct may result in removal without refund.

18. Online Reviews and Defamation

- Knowingly false or defamatory statements may result in legal action.

19. Limitation of Liability

- Loss or theft of property
- Personal injuries

- Weather disruptions
- Travel delays
- Acts of third parties

20. Mandatory Arbitration Agreement

- Disputes will be resolved through binding arbitration in the U.S. Virgin Islands.

21. Class Action Waiver

- Guests waive participation in class actions or collective lawsuits.

22. Intellectual Property

- All website content is property of Bungalows on the Bay.

23. Governing Law

- Laws of the United States Virgin Islands apply.

24. Policy Updates

- Bungalows on the Bay reserves the right to update policies at any time.

25. Contact Information

- Bungalows on the Bay
- Chenay Bay
- St. Croix, U.S. Virgin Islands
- 5000 Chenay Bay