



INDIVIDUAL RESERVATION POLICIES & TRAVEL PLANNING

Payments: A \$100.00 per person deposit is required to confirm a reservation. The final balance is due 45 days prior to arrival date. Reservations are not confirmed until proper payment is received. Reservations made within 45 days of arrival require full payment at the time of reservation.

Forms of Payment: All payments must be made in US currency. Checks must be drawn on US banks, made payable to **Travel Resource Solutions** and mailed to:

Travel Resource Solutions
Attn: Clark's Cay
P.O. Box 14486
Ft Lauderdale, FL 33302

We reserve the right to electronically debit your account if a check comes back dishonored, plus a \$25.00 processing fee and applicable tax. The use of a check is your acceptance of this agreement and its terms. If wiring payment, the sender must pay for any bank transfer fees.

The US-based reservations office also accepts payment by MasterCard, Visa, Discover, and American Express. If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date.

- If using **American Express**, your credit card charge will through in the name of **TRC TRAVEL CENTER** doing business as Travel Agency Services – Airlines Reporting Corporation
- If using **MasterCard, Visa or Discover**, your credit card charge will through in the name of **Agent Fee – TRC Travel CEGA**

Group Reservations: Special payment and cancellation policies apply to groups. Please inquire.

Child Policy: Children under 6 years of age stay for free. Children 6 – 12 are offered discounted rates.

Cancellations/Refunds: Cancellation made 46 days or more prior to arrival will receive a full refund. Cancellations made within 45 – 30 days of arrival will forfeit the deposit. Cancellations 29 days or less, no-shows or premature departure: no refunds. Full amount is forfeited. The unused portion of any reservation is non-transferable and not refundable. Clark's Cay is not responsible for missed or delayed flights.

Re-Booking and/or Change in Reservation Fee: A US\$25.00 per person fee will be assessed for any change made to reservations once vouchers and documents have been issued. Change fees are in addition to any applicable penalties as the original date is being canceled.

Travel Insurance: Clark's Cay is not responsible for compensating or crediting any traveler for any loss incurred due to delays or cancellations. Due to the limited flights into and out of Guanaja and Roatan, Trip-interruption/cancellation insurance is your only protection and should be considered mandatory. We highly recommend you purchase either coverage from our trusted provider via this secure link: www.itravelinsured.com. We also encourage all divers to have [Dan Master Insurance](#) Plans.



PRE-TRAVEL PLANNING

Planning Your International Flights: Flights from your departure city should be booked to arrive in Roatan (RTB). American Airlines flies there from Miami, Delta from Atlanta, and United Airlines from Houston, all subject to change. Please make sure you book incoming flights that arrive in Roatan no later than **1:00 pm**. At present, this eliminates the America flight, which does not arrive until 1:45 pm. Your return flight departs Guanaja for Roatan at approximately 10:00 am. Your connecting flights out of Roatan should be booked no earlier than a 1:00 pm departure.

Pack for a Purpose: Should you find when packing for your trip, that you have a few pounds/kilos of space in your suitcase, please consider bringing a contribution for the Pack for a Purpose project we support. In doing so, you'll make a priceless impact in the lives of our local children and families. If you opt to bring a sizable donation, we highly recommend that you place it in a separate piece of luggage bearing a tag labeling it as Pack for a Purpose. In this way, should the plane to Guanaja be tight on space, the airline will know to prioritize guest baggage over the Pack for a Purpose baggage, which can be delivered at a later date. Knowing that the baggage is for Pack for a Purpose and for the benefit of the local community may also avoid the airline imposing any overweight charges. For more information on how you can help and a list of supplies needed, please visit <https://www.clarkscay.com/pack-for-a-purpose/>

Entry Requirements: To enter Honduras, you must present a U.S. passport with at least **six months of** remaining validity. U.S. and Canadian citizens do not need a visa; however, you must provide evidence of return or onward travel. For other nationalities, it is your responsibility to ensure your own visa requirements. No refunds will be awarded for customers denied access for lack of a proper visa.

Traveling with Minors (under age 18): Minors traveling internationally without one or both parents may be required to present a letter of consent signed by any/all non-traveling parents. Please visit the U.S. Department of State website at <http://travel.state.gov> for more information.

Contact Your Credit Card Company: During your check-in process, you will be asked to provide a US\$200.00 per room (or US\$100.00 per person) **Visa or Mastercard** credit card authorization deposit against incidental charges incurred during the stay. **You must contact your Visa or MasterCard credit card company in advance and advise you will be in Honduras, to avoid charges being declined.** American Express and Discover **are not** accepted.

Guest Questionnaire: To properly prepare for your arrival, it is important that every guest complete our on-line [guest questionnaire](#). It is also your responsibility to advise us of any updates/changes in your contact information or other details supplied to us in this questionnaire prior to your arrival.

Dietary Restrictions: Due to our small size and remote location, we offer a limited menu and must provide in advance for our guests. It is critical therefore that guests with food allergies or dietary restrictions notify us of their circumstances well in advance. This information can be provided to us via the [guest questionnaire](#).

Dive Gear Rental: If you opt not to bring your own gear, we have all new Mares weight integrated rental BCD's in a variety of sizes as well as new regulators with computers, full foot fins, masks, and snorkels. We also have wetsuits, but in limited quantity, so you may wish to consider bringing your own. We also have a limited number of tanks available with DIN valves. Be sure to tell us in advance of any dive gear rental requirements on the [guest questionnaire](#).