



Paradise Island

Beach Club

Policy

Paradise Island Beach Club owner reservation confirmation

Purpose

To ensure villas are properly utilized and reduce the impact of unconfirmed reservations or no-shows on Club operations and fellow owners.

Scope

Applies to all owners with confirmed reservations at Paradise Island Beach Club.

Policy

1. Confirmation Requirement

- All owners must confirm their upcoming villa reservation after initial confirmation from reservations desk has been sent.
- One email confirmation request and one follow-up phone call (if needed) will be made by Club staff.

2. Outreach Process

- **Email Confirmation Request:** Sent **6 weeks prior to arrival**. Owners must reply within **5 business days** to confirm their stay.
- **Phone Call Follow-up:** If no response is received, a single phone call will be placed to the owner's primary contact number.
- All communication attempts will be logged in the owner's reservation file.

3. Consequences of Non-Confirmation or No-Show

- Villa assignment may be subject to change or reassignment.
- Onsite Club dues may be incurred to account for occupancy planning.
- Any owner who does not confirm and does not arrive ("no-show") will automatically incur:
 - **Pool Bar charge**
 - **Energy / Electricity fee**
- These fees will be added to the owner's dues statement. Waiving of fees is at management's discretion and is generally not granted.