Policies

Please note: Resort Charge and Taxes are not showing on overall total. They will be reflected on your confirmation letter.

Within 10 days of your arrival, your credit card will be charged for one night's room and tax. If you find it necessary to change or cancel your reservation, you must do so at least 10 days prior to your arrival date, by 4:00 PM. In the event you cancel less than 10 days in advance, a cancellation fee will be charged in the amount of one night’s room and tax or 50% of entire stay, whichever is greater. No Shows will be treated the same as cancellation.

**FOR GUESTS WHO WILL BE SENDING VOUCHER / CHECK FOR PAYMENT OF RESERVATION:**

If anyone is providing a voucher for payment it needs to be submitted to our reservations/accounting team 30 days prior to arrival and also paid prior to arrival. If paying by check it needs to be provided at least 10 business days prior to arrival and a credit card will still need to be provided to reserve your reservation, and for anticipated incidentals at check in. Payment in the form of a check will not be permitted day of arrival or permitted with less than 10 business days to arrival. If you have any questions please do not hesitate to contact us at: reservations@oceanplace.com.

- Ocean Place Resort & Spa