



CUSTOMER INFORMATION SHEET



LUXURY CANVAS BUNGALOW

1 King Bed and 1 Daybed or 2 Twin Beds and 1 Daybed, Copper Bathtub, Private Deck with Fire Pit

RATE INCLUSIONS

- Breakfast
- In-room Safety Vault
- Wi-Fi in All Bungalows and Reception
- Keurig® Coffee / Tea and Mini Fridge
- Cable TV & Smart TV Options
- Complimentary Toiletries (Upon Request)
- Local Transportation within Koror

FACILITIES & SERVICES

- Shared Airport Shuttle Service (Fees Apply)
- Mini Bar (Fees Apply)
- Room Service
- Guest Parking
- Laundry Service
- Local Transportation (Fees May Apply)
- Concierge Service (Spa, Scuba Diving, Tours)

CONTACT US

+680 488 3754
Republic of Palau



A Great Treasure of
Palau

www.carolines-palau.com
reservation@carolines-palau.com

CHECK-IN & CHECK-OUT

Check-In Time: 2:00 PM

Check-Out Time: 12:00 PM

Early Check-in & Late Check-out: Fees Apply

**Early check-in & late check-out are subject to room availability*

ADDITIONAL RATE INFORMATION

- All rates are in US Dollars.
- Room rates are subject to 10% government room tax, 10% PGST and 5% service charge
- All other charges are subject to 10% PGST.
- Tipping is not expected but is greatly appreciated.
- Rates and policies are subject to change.

RESERVATION & PAYMENT POLICY

- Guests are required to make a reservation via email, phone, or in person.
- To confirm your booking, a valid credit card is required at the time of reservation. A deposit equal to one night's stay per room will be charged, with the remaining balance due at check-in.
- Minimum 2 nights stay is required.
- Room service, in-house purchases, and other incidental charges must be settled at check-out.
- American Express cards are not accepted at this time. We apologize for any inconvenience.

CANCELLATION POLICY

Palau Carolines Resort reserves the right to charge the credit card on file in accordance with the following cancellation terms:

- Cancellations made less than 30 days prior to the arrival date: A one-night cancellation fee per room will be charged.
- Cancellations made within 48 hours of the arrival time, including 'no-shows': The full cost of the room will be charged.
- Early departure after check-in: Charges will apply in accordance with the above cancellation policy.
- Airport transportation: Full charges will apply for no-shows or if changes are not advised in advance.

**Dates and time for cancellation are Palau time (GMT+9)*

WAIVER

- Guests agree to pay all incidental charges incurred during their stay. Palau Carolines Resort reserves the right to charge the card on file for any missing or damaged items in the bungalow.
- Guests acknowledge that Palau Carolines Resort is not responsible for any loss or damage to valuables left in the room or on the premises.
- Smoking and cooking is strictly prohibited in all bungalows. Guests will be responsible for the cost of each violation.
- Palau Carolines Resort will not be liable for personal injuries or accidents occurring on the premises. Parents or guardians are responsible for supervising and ensuring the safety of their children.
- If you have any questions or concerns, please contact resort management.

THANK YOU FOR CHOOSING PALAU CAROLINES RESORT!

