



RESERVATION & TRAVEL POLICIES

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 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: Dunbar Rock
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.

We also accept payment by MasterCard and Visa. If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date. **Please note that credit card charges will come through in the name of "TRC Travel Center or Agent Fee TRC Travel" depending on the type of credit card used.**

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

Child Policy: No children under 10 years of age are allowed unless they are part of a party that has reserved the Private Villa Package. Children 10 and older are welcome at the full adult rate.

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. Dunbar Rock 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 cancelled.

PRE-TRIP PLANNING

Entry Requirements: To enter Honduras, you must present a U.S. passport **with at least six months 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.

Toll Free: 800-353-8953
E-Mail: dunbarrock@trsres.com

Florida Office: 954.453.5053
www.dunbarrock.com

6/22/2017



Contact Your Credit Card Company: During your check-in process at the Villa, you will be asked to provide a US\$200.00 per room (or US\$100.00 per person) credit card authorization deposit against incidental charges incurred during the stay. **You must contact your credit card company in advance and advise you will be in Honduras, to avoid charges being declined.**

Travel Insurance: We are 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.

Giving You the Gift of Better Pictures: Villa on Dunbar Rock is offering a **free 30-day trial plus 20% discount if you purchase** for an extremely easy-to-use software program that enables you to improve your underwater images with [Vivid Pix One-Click Picture-Fix!](#) Don't let another dive vacation come and go with only washed out images to show for your efforts. Visit www.vivid-pix.com and enjoy our gift of better pictures.

Dietary Restrictions: Due to our small size and remote location, we offer a limited menu and must provision 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 and other information can be provided to us via the [guest questionnaire](#).

Packing Considerations: Dress at the resort is very casual, so pack whatever makes you most comfortable; shorts, t-shirts, light weight tops, pants, skirts or dresses. No reason to overpack as the staff offers complimentary laundry service! Water shoes and/or light hiking boots are not necessary, but nice. A wind breaker or rain slicker should be considered. Please bring your own **travel alarm clock** if needed. The electric plugs in your room are the standard US 110 V plugs. European visitors will need to bring their own adaptors.

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, full foot fins, masks and snorkels and dive computers. We also have wetsuits, but in limited quantity, so you may wish to consider bringing your own. Be sure to tell us in advance of any dive gear rental requirements on the [guest questionnaire](#).

Note on Bug Spray: Due to our island location and rocky shoreline, we are not bothered by mosquitoes and sand flies to the extent mainland locations are. However, you will likely want to visit mainland Guanaja or other cays during your stay, so we still recommend you pack insect repellent with high DEET concentration or non-toxic DEET equivalent such as CactusJuice.com products. Also consider packing Hydrocortisone cream or other anti-itch cream and Benadryl Tablets.

Sun Protection: Be sure to pack a hat, sunglasses and plenty of sunscreen. Note on Sunscreen: Every year between 4,000 and 6,000 tons of sunscreen washes off tourists during their vacations. This sunscreen contains chemicals and oils that are harmful to the marine ecosystem, particularly coral reefs. Travelers are urged to travel only with biodegradable sunblock as a precaution and aide to the environment. There

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are multiple brands available at most drugstores, and superstores and online vendors. Sun shirts are nice to have as well.

Luggage: Airline luggage restrictions are constantly changing. Be sure to check your airline's web site(s) for the most current information on baggage allowances and restrictions.

Space is limited on the Roatan/Guanaja inter-island planes as there are NO overhead compartments to stow luggage that normally qualifies as carry-on by your international airline. Carry-on can either be held on your lap or checked plane side before boarding. Pack one change of clothes, flip-flops, and a bathing suit in your carry-on, just in case luggage is delayed. Other "trip essentials" to carry with you should include your diving C-Card, DAN or other dive insurance card, medicine, sunglasses or anything you consider necessary to enjoy your stay from the moment you arrive.

Pre-Purchased Bar Packages: Our bar is stocked with top shelf liquor and wine as well as very tasty local beer and spirits. Guests are invited to pre-purchase one of three bar packages at discounted rates. Packages may also be purchased once on-island or drinks paid for a la carte.

- **No-Alcohol Package:** The no-alcohol package includes unlimited juice and soft drinks for \$60.00 per person. It does not include bottled water. Reusable water bottles are provided upon check in and purified water is always available from the dispenser in reception or the Igloo on the boats.
- **Standard Bar Package:** \$150.00 prepaid at the time of reservation or \$180.00 including tax if purchased on property. The Standard Bar Package includes our very tasty local beer, house wine, well liquor, juice and soft drinks. Well liquor is vodka, rum, tequila and whiskey. (Specialty drinks, call liquors, and bottled water are only included in the Premium Liquor package.)
- **The Premium Open-Bar Package:** \$350.00 prepaid at the time of reservation or \$400.00 including tax if purchased on property. The Premium Bar Package includes all specialty drinks, top shelf, call and local liquor, beer, juice, soft drinks, house wine, and bottled water.

IMPORTANT INFORMATION – PLEASE REMEMBER TO TAKE THIS WITH YOU!

ARRIVING IN HONDURAS

Contacting Dunbar Rock: If you need to call Dunbar Rock once you are in Honduras, or wish to leave a contact number with family, the best number to use is **(504) 2408 2958**. This number is monitored 6:00 am – 6:00 pm.

Arriving in the Roatan: When arriving at the airport in Roatan, you will go through customs and collect your luggage. Please retain the immigration document/entrance permit (blue paper) you receive from customs. There will be yellow or blue shirted porters looking to assist you with your luggage and take you to Aero Caribe or other local carrier for your connecting flight to Guanaja. Guests can feel comfortable utilizing their trustworthy services. Tipping them \$1.00 per bag will be greatly appreciated.

The airline may weigh your luggage. You are allowed one or two **checked** bags totaling 50 lbs. for free. Any checked baggage over that will be charged approximately \$0.60 per lb. You will also need to pay a

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local security fee of approximately \$2.00. Once checked in, you can then proceed through security to the departure terminal to await your flight to Guanaja. **Note: If the line to security is extremely long, walk to the front of the line and see if there is a separate queue for Domestic flights.** The lines are sometimes combined but may be separated when there are long lines of visitors departing on international flights. There is a small snack shop inside the terminal in Roatan (generally open) that sells excellent sandwiches and drinks.

Arriving at Guanaja Airport: You will be greeted by the airport baggage handlers. Please present them with your luggage tags and they will deliver your bags to the transfer boat. Tipping them \$1.00 per bag will be greatly appreciated. You will also be greeted by Dunbar Rock representatives who will lead you to the boat dock and transfer boat. (There are no roads on Guanaja. All transportation is via boat.) Once all luggage is accounted for you will depart for the 10-minute ride to the Villa.

Arriving at Dunbar Rock: Your luggage will be delivered to your room for you. You will be asked to meet in the Great Room at 5:30 for orientation and a one-hour Managers Welcome Party. You can use the time before, during and after to register for your stay and diving.

To register, you will need (1) a credit card, (2) \$10.00 in cash, (3) your C-Card and (4) DAN or other insurance card (if applicable.)

The credit card will be needed for a US\$200.00 per room (or US\$100.00 per person) authorization taken as a deposit against incidental charges incurred during the stay. If a guest does not have a credit card, then a US\$200.00 per room (or US\$100.00 per person) cash deposit will be required. No personal checks will be accepted on island. \$10.00 is needed for the annual payment to the **Environmental Fund for the Protection of Guanaja Island**. Proceeds go toward the preservation of reefs, mangroves and general ecosystem and fund environmental education programs for Guanaja residents. Your C-Card can be presented at the same time you complete your diver liability statement.

Enjoying Your Stay: Even at the best hotels and resort, things can occasionally go wrong. If at any point you feel something is not right, please let us know right away. This gives us an opportunity to correct the situation and enhance your enjoyment of your stay.

Meals & Pool Bar: There is a communal coffee urn in the lobby/dining area and we invite the first person up to plug it in if it is not already going when you arrive! Our staff will generally beat you to it as they get there early to prepare for your breakfast, which begins around 7:30 for divers or later for those who plan to sleep in. Lunch is served whenever the dive boats get back for divers, and dinner general around 6:30 – 7:00. Staff are available to serve you at the bar as well.

Drinking Water: There is a fresh water spring on mainland Guanaja from which the Resort obtains and purifies the tap water. Drinking water is available to you free of charge from the water cooler in the lobby/dining area and on the dive boats. You are encouraged to utilize the drinking water as some guests may be sensitive to the local tap water. Bottled water is also available at the bar for purchase. Be sure to remain well hydrated while on holiday! There is an ice machine accessible in the pool bar area.



Internet Service: We have free high speed internet service, relative to Guanaja, available property wide via Wi-Fi. However, as in many remote locations, service may be affected by weather conditions and the number of concurrent users. Your Wi-Fi password will be located on a sign in the lobby.

Phone Service: Cellular service is available on most areas of Guanaja. However, be advised text, voice and data usage can be VERY expensive. Please check with your service provider to understand your options. You may need to turn cellular data and roaming off. In many cases, your phone will connect on property via Wi-Fi.

Housekeeping Service: Housekeeping service is provided daily. There is a laundry basket inside your closet. Should you wish to have your laundry done (complimentary) please place your laundry in the basket.

Smoking Policy: All our rooms are non-smoking rooms. A US\$50.00 per incident fee will be charged for smoking in the rooms. Smoking is allowed at the pool bar.

Currency: US Dollars and Lempiras are widely accepted everywhere. There is no need to exchange Dollars for Lempira's. Small bills are encouraged, as generally you will receive change in Lempiras.

Credit Cards: Credit cards are accepted at the Villa and at some locations on the island. Please be aware that most credit-card companies are now adding an extra 2% to 5% fee on international transactions in addition to any currency-exchange commissions. **You must contact your credit card company in advance and advise you will be in Honduras, to avoid charges being declined.**

Tax: 15% sales tax is paid on purchases and services on island and 18% tax on alcohol.

Language: English is the first language of all native Guanaja islanders and Spanish is spoken second. On mainland Honduras, Spanish is the first language.

Weather/Time: Prevailing ocean breezes keep the temperature comfortable year around. The temperature is generally in the low 80s, only occasionally getting in to the high 80s during August and September. The average rainfall is 100 inches a year which helps keep the island lush and green. Guanaja's rainy season usually begins around October and lasts until December or January. The island operates on Atlantic Standard Time, not on daylight savings time.

Legal Drinking Age: Must be 18 years old.

Security: There is a security guard on duty from 7:00 pm to 7:00 am. There is also an emergency phone located at the front desk.

Medical Emergencies: The owner of Dunbar Rock generously donated the funds needed to build a state-of-the-art hyperbaric recompression chamber which is housed next to the Guanaja Airport. For other medical emergencies, guests can be transported to the hospital in Roatan.

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Tips/Gratuities: Dunbar Rock did not include a service charge in your package rate. Tipping for good service is customary and encouraged. 10% is standard. We utilize a tip pool to ensure housekeepers, restaurant servers, bartenders, cooks, dive staff, tour guides or anyone else who provides good service, participates in an equitable manner. It is best for you to present tips directly to Denis, the General Manager. Any tips given directly to individuals will also be pooled. If you feel someone did an outstanding job, please be sure to mention that to the General Manager as positive feedback can increase an individuals' overall compensation. By the same token, we also need to know about anything or anyone whose service fell short.

Other tips to consider would be:

- \$1.00 per bag for the Roatan and Guanaja baggage handlers
- \$3.00 - \$5.00 per person for the Tuesday afternoon Bonacca Town tour guide
- 15% for the masseur (approximately \$8.00) if opting for a 1-hour massage (\$50.00)
- 15% for any optional tours or excursions provided by outside operators.

Batteries: Guanaja does not have a toxic waste disposal system. Please take your used batteries home with you where they can be recycled.

Exit Requirements: Travelers must pay a \$2.00 security fee at the Guanaja Airport before departing for Roatan. Travelers must also clear Honduran Immigration to depart the country and may be asked to return the copy of their immigration document or entrance permit (blue paper) they received when entering Honduras before exiting. There is a country departure tax of approximately \$40.00 US, which has likely been included in your domestic airline ticket payment. If not, the airport tax is payable at the airport in cash in either U.S. dollars or lempiras or by credit card.

FOR DIVERS

Dive Registration: If time permits you can register for diving in the lobby the afternoon you arrive, or in the morning before the dive boats leave.

Getting Your Gear to the Boat: When heading to breakfast on your first morning, just leave your gear outside your door and the staff will transport it to the dive boat for you and get it set up for your morning dive.

Familiarization or Training Dives: If you have been out of the water for some time, we encourage you to take a self-guided off-shore refresher dive to check your buoyancy and dive equipment while still within safe distance of the dive staff and facilities. There is an area directly off the beach which reaches 30 feet (10 meters) that is perfect for a refresher. Insured visiting instructors are welcome to teach their students in this area.

The flats surrounding the Villa are also perfect for snorkeling and a very shallow dive. If diving in 8' – 10' of water is okay in your book, the dive is a thoroughly enjoyable experience. The rocks and coral heads that encase the circumference of the Villa are home to many juvenile fish including drums and queen angel fish. Purple sea fans wave in the shallows in every direction. Schools of squid hang midway in the



water column with needlefish just under the surface. All to be seen just steps off the sandy beach, as often as you wish, day or night. All packages include unlimited use of tanks for these shore dives.

Tank Sizes: 80 and 63 cft tanks are available for Air and Nitrox. There are also a small number of 50 cft air tanks available. Nitrox tanks are \$10.00 per tank or \$120.00 for the week. Please advise us in advance if you will be diving Nitrox or wish to be diving with a smaller tank on the [guest questionnaire](#).

Boat Schedule: Boats generally depart on regular schedule at 8:30 am for the morning 2-tank dive, returning for lunch with the afternoon boat leaving a reasonable time after lunch has concluded. If we are diving the north shore of Guanaja, we will stay out for a 3-tank dive and lunch will be prepared during a break between the second and third dive.

Skill Assessment: For your safety, you may be asked to drop down in shallow water (10-12 ft) and do mask clearing and regulator recovery/clearing on your first dive with us.

On Board: Beach towels are provided for you on the boats. The boats also have a water cooler and ice chest if you wish to store drinks. Fresh fruit will be provided between dives. There is also a fresh water shower.

Night Dive: One night dive is included with any seven-night package and is generally conducted on Tuesday evening. There is no afternoon boat dive on this day. Additional night dives may be scheduled at an additional cost with a minimum of 6 divers.

Concierge Dive Service: Our dive change your gear over between dives, and rinse and store it at the end of the day. Your only assignment while on board is to do a check to make sure you have all your gear before we depart, then sit back and enjoy the ride.