



GUEST CONDUCT POLICY

This Guest Conduct Policy is intended to help ensure that all guests can look forward to a safe and enjoyable vacation and sets standards of conduct for guests to follow throughout their stay. The right of admission to a resort is reserved. To make your stay as pleasant as possible, the resort requests your co-operation in observing the rules of this Guest Conduct Policy. By staying at one of our resorts (hereby referred to as the "Resort"), you agree to the following rules which shall constitute a binding agreement between yourself and the Resort.

This policy is not intended to be all inclusive, and it is likely there will be conduct issues that the policy does not specifically address. In addition to this policy, guests are expected to comply with all applicable laws, rules and regulations in the Resort's jurisdiction while on the resort's premises. Updates to the Guest Conduct Policy may be made in the Resort management's sole discretion at any time. Any updates to this Guest Conduct Policy are available for review on our website at www.royaltonhotelsandresorts.com

Safety and Security

Safety and security are everyone's responsibility. If you become aware of an injury, or of unsafe or possibly illegal activity during your vacation, please immediately report it to security, staff or management. Serious consequences may result if an injury is not immediately reported. A delay in reporting could impact our ability to provide assistance, rectify a hazard, preserve information or evidence and notify law enforcement or government officials.

The Resort must conduct periodic fire alarm tests, as well as fire, hurricane and other preparedness drills. While guest participation in such drills is optional, for safety reasons, the Resort strongly encourages all guests to participate.

Guest Conduct

Guest and Staff Interaction

Our staff members will do their very best to make your vacation as enjoyable as possible, but please do not misinterpret their friendliness. Staff members are not permitted to socialize with guests beyond their professional duties and are not permitted to be in guest rooms except while performing their duties. Guests are expected to respect these policies and are similarly prohibited from engaging in physical relationships with staff members.

Verbally Abusive or Offensive Language

Verbally abusive or offensive language directed towards anyone, including fellow guests, staff members or others, is not permitted under any circumstances.

Inappropriate or Abusive Behaviour

Inappropriate or abusive behaviour is not permitted. This includes uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false identification, underage drinking (see alcohol section below), providing alcohol to those under the legal age (see alcohol section below), possession of illegal substances/items or any other illegal or offensive conduct including placing materials (signs, banners, decorations etc.) anywhere on the Resort which may be deemed offensive or inappropriate by management.

Unsafe Behaviour

Sitting, standing, lying or climbing on, over or across any exterior or interior railings or other protective barriers, or tampering with the Resort's equipment, facilities or systems designed for guest safety is not permitted. Guests may not enter or access any area that is restricted and for the use of staff members only. Any other unsafe behaviour, including failure to follow security or safety related instructions, is not permitted.

Discourteous or Disruptive Behaviour

Bali beds, lounge swings, sun loungers and theatre chairs may not be reserved or set aside. Items left unattended on beds, swings and sun loungers will be placed in the Resort's lost and found. The Resort shall not be liable for guest's belongings left unattended.

Public nudity is not permitted. Guests must be appropriately attired (including while on suite balconies if visible to other guests). Topless sunbathing may not be permitted (contact Guest Services for dress code details). Boom boxes and loud radios are not permitted. Roller blades, roller skates, skateboards, scooters, bicycles, and similar items may not be utilized on the Resort; with the exception of mobility aids approved by the Resort's medical staff. Guests shall not cause any nuisance or annoyance within the Resort. In order to maintain a family-friendly environment, loud music and the use of intolerant language and profanity are not permitted in the Resort.

Smoking

For the comfort and enjoyment of our guests, smoking is strictly prohibited in all indoor public spaces (including dining venues, theatres and elevators), guestrooms and suites, and restricted areas such as outdoor dining venues and kids play areas. Smoking (including cigarettes, cigars, e-cigarettes and pipes) is only permitted in designated areas. Guests must be aged 18 years and older to purchase, possess or use tobacco. Cigarettes, cigars, e-cigarettes and pipe tobacco must be properly extinguished and discarded.

We kindly ask that all guests observe this smoking policy. These rules are in effect to provide a comfortable vacation for everyone. Guests may inquire at Guest Services for the location of the designated smoking areas. Guests who violate this smoking policy may be charged a cleaning fee of \$250 USD and may be subject to further action pursuant to the "Consequences" section of this Guest Conduct Policy.

Parental and Guardian Responsibility

For purposes of this Guest Conduct Policy, a minor is defined as anyone under the age of 18. Parents and guardians are responsible for the behaviour and appropriate supervision of their accompanying minor(s) throughout their vacation. This responsibility applies at all times, regardless of whether the parents and guardians are physically in the company of their minor(s).

Alcohol

Guests are expected to be responsible for their actions at all times, including during transfers and shore excursions. Consuming alcohol to excess impairs one's judgment and reduces one's ability to recognize and avoid potentially dangerous situations. Guests who choose to consume alcohol must do so responsibly. The Resort staff may refuse to serve alcoholic beverages to any guest who does not consume alcohol responsibly. Any guest that violates this alcohol policy will be considered for disciplinary action pursuant to the "Consequences" section of this Guest Conduct Policy, and may lose their privileges to use other Resort areas or facilities.

The minimum drinking age to consume alcoholic beverages at the Resort is the legal drinking age permitted under local laws. Guests may contact Guest Services for more information or refer to their destination's minimum drinking age.

For purposes of complying with the minimum drinking age requirements, a guest's age is established upon check in at the beginning of their vacation. If a guest celebrates a birthday during their vacation, and thereby becomes of age to consume alcohol, the guest may thereafter ask the Guest Services Manager to modify the Resort's records to permit their consumption of alcohol during the remainder of their stay. The guest will be required to appear at Guest Services to present a government issued form of identification to verify their age.

No guest under the legal drinking age may possess or consume alcohol at any time while at the Resort. Any guest who leaves the Resort and consumes alcohol (whether under the supervision of a parent/guardian or not), is responsible for ensuring they consume responsibly and retain their ability to recognize and avoid potentially dangerous situations when they return to the Resort. Parents/guardians are reminded that they are responsible for the actions of their child/young adult at all times.

Guests who violate any alcohol policy, including but not limited to underage drinking; providing alcohol to minors or young adults; possessing, concealing or attempting to conceal alcoholic items in their luggage; engaging in alcohol drinking games; or failing to consume alcohol responsibly, will be considered for discipline under the provisions of this policy.

Prohibited Items

Items with heating elements or items with open flames that generate heat or produce an open flame are not permitted in guest suites. This includes hotplates, candles, incense sticks and any other item that may create a fire hazard. Hair dryers are allowed.

Drugs or Other Illegal Substances

No illegal drugs or other illegal substances are allowed on the Resort. Illegal drugs or substances will be confiscated and appropriate action taken, which may include removal from the Resort and involvement of the appropriate authorities. Guests found in violation of local laws will be subject to arrest and prosecution by the foreign jurisdiction (and potentially the United States or other authorities).

Weapons, Explosives or Other Dangerous Items

No weapon, explosive, or other item that presents a risk of harm to persons or property is permitted on the Resort. Items not permitted will be confiscated by Security staff.

Illnesses and Isolation of Guests

The Resort follows practices and maintains policies that seek to prevent illnesses from affecting our guests. One of the best ways to prevent the spread of contagious illnesses like COVID-19, gastrointestinal viruses, colds, and flu is to wash your hands thoroughly for at least 20 seconds with soap and hot water after using the restroom and again before eating anything. If you experience serious symptoms such as difficulty breathing or shortness of breath, chest pain or pressure, and loss of speech or movement, please seek immediate medical attention. In the event you experience symptoms that indicate a gastrointestinal illness, such as diarrhea or vomiting or know of someone experiencing these symptoms, you must also advise the medical staff immediately. In addition, some gastrointestinal illnesses remain contagious for up to 72 hours or more. This will allow staff to take steps to reduce the chance that your illness will spread to others on the Resort. Failure to immediately report a contagious illness to the Resort's medical staff, or to accurately describe its onset, greatly increases the likelihood the illness will spread to others and is a violation of this Guest Conduct Policy. In the event of a contagious illness, the Resort's staff will take steps to curtail its spread to other guests, including if necessary, steps set forth in the "Consequences" section below.

Fitness to Travel Safely

Guests with disabilities are not required to travel with another person to stay at our Resort. However, all guests must consider that staff members are not required to assist guests with personal tasks or personal hygiene needs (e.g. assisting with eating, dressing, toileting). Therefore, guests requiring assistance with these functions should consider these needs when planning a vacation.

Medication

Guests must ensure that they bring an adequate supply of any medication they may require for the entire duration of their vacation. The Resort's medical centres may not have their needed medication and not all medication will be available in destination. Resort staff will not be responsible for the conservation or storage of any medication.

Age Policies

FACILITY	AGE REQUIREMENT
Pools (other than adults only pool)	All ages*.
Adults Only Pool	Ages 18 and over.
Kids Club	Ages 1 through 12, with age-specific sections.
Whirlpools	Guests aged 16 and under must be accompanied by a parent or adult guardian*.
Fitness Centre	Ages 18 and over**.
Nightclub/Disco	Ages 18 and over (see alcohol policy).

* Public health department policy prohibits persons who are not toilet trained and those who use diapers, pull-ups or swimmers from using pools or whirlpools.

** Guests aged 13 to 15 may be permitted to utilize the Fitness Centre during certain times of the day; provided the young guest is accompanied and supervised at all times by their parent or guardian and that a waiver of liability has been signed by the parent or guardian who is present in the fitness centre. Contact Guest Services for the specific Fitness Centre age restrictions.

Visitors

Off-property visitors are not permitted in the Resort or on the Resort premises. However, such visitors may have access to the Resort by purchasing a day or night pass at the Resort's current rates through the registration staff.

Departure

Check-out time is at 12:00 p.m. local time. Requests for a later check-out may be made by calling Guest Services. A later check-out time may be provided based on availability and a fee of \$10 USD per hour, per person will be charged. If a guest fails to vacate their room at check-out time, the Resort reserves the right to remove the guest's belongings from the room and the Resort premises without liability. All room keys must be returned upon check-out. The Resort has hospitality rooms available for late departing guests to freshen up prior to departure. Guests are welcome to enjoy the Resort facilities after they have checked out of their rooms until their scheduled departure.

Consequences

Failure to act in accordance with this policy may result in:

- Intervention by Security, other management personnel or law enforcement.
- Removal of certain privileges, which may include being detained, quarantined or confined in a guest suite.
- Confiscation of illegal/contraband/prohibited items (which may be turned over to law enforcement authorities).
- Expulsion/removal* from the Resort and banning from a subsequent visit.
- Reporting of incidents to government and law enforcement authorities for follow-up on legal action.

*Management has the right, in its sole discretion, to request such guest to vacate their room and the Resort premises without liability and refund, and such guest shall comply with such request. Management also has the right to remove such guest's luggage and other belongings from the guest room and Resort premises without liability. Guests removed from the Resort are responsible for their own accommodation and transportation home, at their expense.

Guest Liability

Each guest agrees to assume liability for all injury, loss or damage that they may suffer arising out of the entry into the Resort and the use of the facilities within the Resort. Each guest shall be liable for any personal injury, property damage and any losses or liabilities of any kind caused by the guest. The Resort's liability shall be limited to direct damages and shall not exceed a maximum amount equal to the fees paid by the guest for the reservation.