



Royal Palm Island

Your Private Island Getaway

FAQ

- **Transportation to the Resort?**

- Transfer to/from Belize International Airport is included in our all-inclusive rate.
- The trip to the island is 10 minutes' drive to the marina and 25 minutes speed boat ride to the Island.
- Please email us your itinerary at reservations@royalpalmisland.com, a driver will be waiting for you at the Belize Airport after Customs.
- **For IMMIGRATION** – Royal Palm Island address is **Little Frenchman Caye ¼ NE mile of St Georges Caye, Belize District.**

- **Traveling with Children under 18?**

- Please visit TravelBelize.org, children traveling with one parent required a notarized letter of authority from the other parent indicating travel consent.

- **What does our all-inclusive rate includes?**

- Accommodation, 3 meals a day, non-alcoholic beverages, transfers to/from Royal Palm Island, applicable Belizean taxes and 10 % service charge.

- **Do we have an all-inclusive alcohol package?**

- Premium drinks and imported alcohol can be purchase from the menu
- Beer \$5, Mix drinks \$8 and cocktail and imported drinks \$10 to \$15

- **What is our cancellation policy?**

- We only accept Visa or MasterCard
- If reservations are cancelled up to 60 days before date of arrival, 80% of the total price of reservation will be refunded.
- If reservations are cancelled up to 30 days before date of arrival, NO refund will be due unless space can be rebooked in which case 80% of the total price of reservation will be refunded.
- If reservations are cancelled or in case of no-show, NO refund will be due.
- All cancellations MUST be issued in writing via email to Reservations@royalpalmisland.com.
- Royal Palm Island Resort is not responsible for cancellations due to illness, flight cancellation, missed connecting flights, etc.
- Need trip insurance you can contact Travel Guard – 18008261300 – www.travelguard.com

- **Is Wi-Fi available?**

- Wi-Fi is complimentary and the best connection on the island is under the Tiki Bar.

- **In case of an emergency who can your be contacted?**

- In an emergency, your family can contact Sophie at 727-350-7088; Sophie is based out of Florida and is in constant contact with the Resort Manager Sherlyn.

- **What to bring?**

- Sunscreen, sunglasses, water shoes, hat/cap, underwater camera, for your little ones UV tee shirts.

- **If I have special dietary needs or special accommodations?**
 - Please email Sherlyn at reservations@royalpalmsisland.com with all your dietary needs or special accommodations.
- **What is there to do for fun around the island?**
 - Kayak, paddle board, fishing and snorkeling gear are available and included in the room charge.
 - We have a list of available excursions and spa treatment, you can review and book once you are on the island.
 - 20 minutes boat ride from the island is available to Caye Caulker a commercial island with restaurants and island. (Transportation fees may apply).
- **Is gratuity included?**
 - A 10 % service charge is included in your stay, but tipping is encouraged and welcome.