

SUPERCLUBS

MEMORANDUM

DATE: August 17, 2009

RE: **2009 Hurricane Policy**

With the current activity in the Atlantic, we want to remind our partners of our SuperClubs' Hurricane Policy.

Hurricane Policy is applicable at all SuperClubs' Super-Inclusive Resorts in Jamaica, the Bahamas and Curacao. Does not apply to resorts in Brazil or affiliate brand resort. Also note that Curacao and Brazil are located outside of the hurricane belt.

1. On property guests:

Should a hurricane happen to strike the resort, guests at the resort will receive a reimbursement for the total value of disrupted nights. In addition, a voucher for a future stay will be issued for the same number of disrupted nights for use during the same month the following year, excluding airfare.

2. Arriving Guests:

(A) In the event that guests are unable to arrive as scheduled, we will offer them the following options:

Guests may arrive after the storm passes. Either for the same number of nights, in which case, we will make every effort to confirm the dates and categories, but guarantee no (hotel) rate increase - **OR** - stay for fewer nights, in which case they will be provided a voucher for future travel equal to the interrupted nights.

(B) SuperClubs Resorts may, from time to time and at its sole discretion, recommend that all arriving guests reschedule their visit until after the storm has passed.

Should such notification be issued we will issue vouchers for future travel. We will guarantee the rate paid. Based on availability, blackouts may apply.

Arriving guests who elect to arrive, despite our recommendations, do so with the implicit understanding that no compensation will be forthcoming for any disruption in services and / or inclusions that may occur as a result of the storm.