



Flying Toucan Guest Policies & Booking Agreement

Check-In and Check-Out Policies

Check-in: 3:00 PM

Check-out: 10:00 AM

Late Checkout Hours: 1:00 PM

Late Checkout Fee: USD 15.00

Property and Cancellation Policies

1. Our Accommodations

A deposit equal to 50% of the total reservation amount (including room rate, taxes, and applicable fees) is required at the time of booking to confirm the reservation. The remaining 50% of the total reservation amount will be automatically charged to the card on file 30 days prior to the scheduled check-in date. Cancellations made more than 30 days before the scheduled check-in date are eligible for a refund of amounts paid, less a 10% administration fee. Cancellations made within 30 days of the scheduled check-in date are non-refundable, and the full reservation amount will be retained. Failure to remit the remaining balance when due may result in cancellation of the reservation without refund of amounts previously paid. All approved refunds will be issued only to the original form of payment used at the time of booking. All cancellation deadlines are calculated based on the property's local time zone in Belize. By completing a reservation, the guest confirms that they have read, understood, and agreed to this deposit and cancellation policy. We strongly recommend that guests obtain travel insurance to protect against unforeseen circumstances, including airline cancellations, weather disruptions, illness, or other travel interruptions.

Terms and Conditions

1. Prices and Taxes

All rates are quoted in United States Dollars (USD) and are subject to availability at the time of booking. Rates may vary depending on season, demand, occupancy, or special events. Applicable taxes, service charges, and government-imposed fees will be added to the room rate unless otherwise stated. Guests are responsible for paying all applicable taxes and fees in effect at the time of stay. The property reserves the right to correct pricing errors or incorrect information due to technical or administrative issues.

2. Traveling with Minors

Guests under the age of 18 must be accompanied by a parent or legal guardian. Parents or guardians are fully responsible for the supervision and conduct of minors during their stay.

3. Accessibility or Special Needs

Guests requiring special accommodations are encouraged to notify the property at the time of booking. Requests are subject to availability.

4. Parking

Parking is available on-site.

5. Governing Law and Dispute Resolution

Accommodation services provided at the Flying Toucan property in Belize shall be governed by the laws of Belize. Credit and debit card payments are processed by Ocean Breeze Beach Resort LLC, a Florida limited liability company, serving as the Merchant of Record on behalf of Flying Toucan. Ocean Breeze Beach Resort LLC is a sister property that manages credit card processing services for Flying Toucan. Payment processing matters relating to the Merchant of Record may be subject to applicable U.S. federal and Florida state laws. Guests agree to first contact the property directly and allow a reasonable opportunity to resolve any concerns prior to initiating legal proceedings or payment disputes, including chargebacks.

6. Use of Personal Information

Personal information is processed for reservation handling, payment verification, customer service, and legal compliance.

7. Liability

Guests are responsible for any loss, damage, or excessive cleaning required as a result of their stay. The property reserves the right to charge the payment method on file for any such damages, missing items, smoking violations, or policy breaches. To the fullest extent permitted by law, the property shall not be liable for indirect, incidental, or consequential damages, including loss, theft, or damage to personal belongings.

8. Force Majeure

The property shall not be liable for failure to perform obligations due to events beyond reasonable control.

9. Third Party Rights

These Terms & Conditions apply solely between the guest and the property.

10. Waiver

Failure to enforce any provision does not constitute a waiver.

11. Severability

If any provision is deemed unenforceable, the remaining provisions remain in effect.

12. Quiet Hours

Quiet hours are observed daily from 9:00 PM to 8:00 AM. Guests who create excessive noise may receive a warning. Continued violations may result in removal from the property without refund.

13. Reception / Office Hours

Reception hours are from 7:30 AM to 7:00 PM daily. Guests arriving after 7:00 PM must notify the property in advance. For approved late arrivals, on-site security personnel will escort guests to their room and assist with check-in. Unannounced late arrivals may not be accommodated.

14. Smoking Policy

Smoking is strictly prohibited inside all guest rooms. Smoking is permitted in designated outdoor areas; however, the smoking or use of cannabis or marijuana is strictly prohibited anywhere on the property, including outdoor areas. Evidence of smoking inside guest rooms may result in cleaning fees and/or damage charges. Cleaning or remediation fees may be applied at the discretion of the property.

15. Early Departure

Guests who depart earlier than their confirmed departure date are not entitled to a refund for unused nights.

16. Reservation Modifications

Requests to modify reservation dates within 30 days of arrival are subject to availability and approval. Approved date changes may be treated as cancellations and rebookings and are subject to the cancellation policy in effect at the time of the original booking. The property reserves the right to decline modification requests.

17. Payment Authorization & Chargeback Policy

By providing a credit or debit card to secure a reservation, the cardholder expressly authorizes Ocean Breeze Beach Resort LLC, as Merchant of Record on behalf of Flying Toucan, to charge all deposits, scheduled balance payments, fees, penalties, incidental charges, damage charges, and any other amounts due in accordance with the selected rate plan and these Terms & Conditions. The cardholder agrees not to initiate a chargeback or payment dispute for charges that are consistent with this agreement, the selected rate plan, and the published cancellation policy. Guests agree to first contact the property directly and allow a reasonable opportunity to resolve any billing concerns prior to initiating a chargeback, legal proceeding, or formal payment dispute. In the event of a disputed charge, the property reserves the right to provide this agreement, booking confirmation records, communication history, transaction authorization data, and evidence of policy acceptance to the issuing bank as proof of authorization and contractual agreement. Initiating a chargeback for charges that comply with this agreement may be considered a breach of these Terms & Conditions.

18. Merchant of Record and Payment Processing

All credit and debit card payments are processed by Ocean Breeze Beach Resort LLC, a Florida limited liability company, serving as the Merchant of Record on behalf of Flying Toucan. Charges will appear on the cardholder's statement as: OCEANBREEZEBEACHRESORT. Accommodation services are provided at the Flying Toucan property location in Belize.

19. Time Calculations

All deadlines, cancellation windows, payment due dates, check-in and check-out times, and any other time references stated in these Terms & Conditions are calculated based on the property's local time zone in Belize. By completing a reservation through the online booking system, the guest confirms that they were provided access to these Terms & Conditions prior to payment and voluntarily accepted them.