

PAYMENT AND CANCELLATION POLICIES:

PAYMENT POLICIES

- For those arriving within 90 days, 100% is charged upon booking
- For those arriving more than 90 days, 50% is charged upon booking, 50% is charged 90 days from arrival
- Check in time is at 4:00 p.m.
- Check out time is at 10:00 a.m.

CANCELLATION POLICIES - Late cancellations have a significant impact on us due to our island location and seasonal nature

- For cancellations of more than 90 days prior to your arrival date, reservations are refundable less 10% only if we are able to rebook all nights of your stay for your accommodation type
- Cancellations made within 90 days prior to your arrival date are refundable less a 10% administrative fee only if we are sold out for all nights of your stay.
- Vacancies caused by early departures are considered to be cancellations and full payment of your reserved stay is expected

COVID-19 Related Cancellations

At present the USVI requires that all visitors have a negative COVID test prior to arrival. Please go to usvitravelportal.com for all information. In the future, if either USVI or Federal laws or guidelines change so that all visitors traveling to the USVI must be vaccinated, if you or any of your guests who have booked with us on Lovango are unvaccinated and are unable to travel to the USVI, this does not constitute a valid reason to cancel a reservation at Lovango and receive a refund. We encourage all our guests to be fully vaccinated. If a guest comes down with COVID within 14 days advance of your scheduled arrival date in the USVI, with a written positive result, the reservation payment amount may be used towards a future stay for up to 12 months. There are no refunds.

Travel Agent Policies

10% commission on overnight accommodations (pretax) all season. Email us after your guest's departure to request your commission.