

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

- Cancellations received in writing by our reservations office more than 90 days prior to your arrival date (excluding the holiday week of December 24 to January 1), reservations are refundable less a 10% administrative fee.
- Cancellations received in writing by our reservations office within 90 days prior to your arrival date or during the period of December 24 to January 1 at any time, are non-refundable for any reason. If we are able to re-book your reservation and receive the same full payment as you paid for your accommodation and the resort is completely sold out for all the nights of your reserved stay we will issue you a full refund less a 10% administrative fee.
- 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 usvitavelportal.com for all information. The USVI Travel Portal does not need to be filled out starting June 1st, 2022.

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 named on the reservation comes down with COVID within 14 days advance of your scheduled arrival date in the USVI, with a written positive PCR result provided to us, the reservation payment amount may be used towards a future stay for up to 12 months. Same accommodation/date cannot be guaranteed. 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.