



Post Hurricane Melissa Policy

We are deeply grateful to share that Hurricane Melissa has passed by Jamaica. While the resort experienced only minimal cosmetic damage, the safety and well-being of every member of the Round Hill family remains our highest priority.

Although the resort remains intact, local infrastructure, including roads, the airport, and power, has been impacted. The safety of our community remains our top priority, and we are target to resume welcoming guests on **Monday, December 8, 2025**. We will do our best to open earlier. We continue to work closely with local authorities as recovery efforts progress.

For all guests with reservations from **October 25th to December 7th, 2025**, our priority remains to offer you complete flexibility:

- **Keep a Credit for a Future Stay*:** You may choose to keep your deposit on file as a credit for a future stay at Round Hill. This is an impactful way you can support the resort and our team, and we deeply appreciate your consideration.
- **Cancel with No Penalty:** You may cancel your reservation and receive a full refund of any deposits paid.

***Credit Terms:**

- *Credit Validity: Your full credit will be valid for one (1) year from your original scheduled arrival date.*
- *When you choose your new dates, the rates applied to your new reservation will reflect the rates available on the day you make your new booking.*

Please send us an email to reservations@roundhill.com. We will be in touch in the next couple of days, as soon as your systems are back online, with a formal cancellation/reimbursement or rebooking options. **Please be patient while we navigate this moment.**

We invite you to contribute to our Employee Support Initiative through Hanover Charities, which provides vital assistance to our team members and neighbours in the wider community: [Hanover Charities General Donations - Hanover Charities](#)
Please note in the comments: Round Hill Employee Relief.

Our hearts, thoughts, and prayers are with our fellow Jamaicans and Caribbean neighbours who were more severely affected.

As One Caribbean Family, we will do all we can to aid in rebuilding and recovery. Please stay tuned to our social media channels for updates on how you can help us join our efforts.

**One Love,
The Round Hill Family**

Q&A for Round Hill Post-Hurricane Policy

This information applies to guests with reservations directly impacted by the aftermath and temporary closure of the resort due to Hurricane Melissa.

Q: What is the official period of closure, and which reservations are affected by this policy?

A: This policy applies to all guests with arrival dates between **October 25 and December 7th 2025**. This period reflects the temporary closure necessary due to the impact on local infrastructure (roads, airport, power and minor cosmetic repairs at Round Hill).

Q: What are my options if my reservation is within the impacted dates (October 25 – December 7th, 2025)?

A: You have two flexible options:

- 1- **Keep a Credit for a Future Stay:** You may choose to keep your deposit on file as a credit for a future stay at Round Hill. This is an impactful way you can support the resort and our team, and we deeply appreciate your consideration.
- 2- **Cancel with No Penalty:** You may cancel your reservation and receive a full refund of any deposits paid.

Q: Will I be charged a cancellation fee if I choose to cancel?

A: No. If you choose to cancel, and if your reservation is within the impacted dates (October 25 – December 7th, 2025) you will receive a full refund of any deposits paid, with no penalty.

Q: If I choose a credit, when will it expire?

A: Credit Terms:

- Credit Validity: Your full credit will be valid for one (1) year from your original scheduled arrival date.
- When you choose your new dates, the rates applied to your new reservation will reflect the rates available on the day you make your new booking.

Q: How do I let Round Hill know which option (Refund or Credit) I choose?

A: Please send us an email to reservations@roundhill.com with your full name, reservation date, and stating your preference.

Q: When can I expect a confirmation or a refund/rebooking?

A: We will be in touch with you in the next couple of days, as soon as our internal systems are back online. We will then process your formal cancellation, reimbursement, or rebooking options. We kindly ask for your patience as we navigate this moment.

Q: If I choose to rebook, who will contact me?

A: Once you notify us of your intent to rebook via email, a member of our reservations team will contact you directly to discuss available dates and rates.

Q: I have a booking scheduled for the Festive Season or early 2026. Will Round Hill be ready?

A: Yes. We are working diligently toward our target **reopening on Monday, December 8th, 2025**, and will do our very best to open earlier. We are proceeding with all plans and anticipate that our Festive Season and Winter 2026 programs and activities will continue as scheduled. Please continue to check our website and social media for the latest progress updates.

Q: I have a reservation arriving after December 7th, 2025, but I want to cancel. What is your policy?

A: For all bookings with an arrival date **on or after Monday, December 7th, 2025**, your reservation is subject to the **standard cancellation policy of your original booking**. We have worked hard to ensure the resort will be fully operational on this date, and therefore, regular terms and conditions apply. Please refer to your booking confirmation or contact our reservations team for the specific policy relevant to your stay and room type.

Thank you for your thoughts and prayers and your partnership!

With resilience, gratitude, and one love,

The Round Hill Family

October 29th, 2025