

UNCLE BILLY'S KONA BAY HOTEL

GENERAL POLICIES:

Must cancel 72 hours prior to arrival to avoid fees. Guest must be 18 years of age with valid ID to make reservations. Major credit card required at the time of booking.

All reservations require a one night's room charge as a deposit. This charge is fully refundable if cancellations are made within the designated time frame described in our cancellation/special events policy.

CANCELLATION POLICY:

Room only reservations made via this website must be cancelled 72 hours prior to arrival to avoid a cancellation charge equal to the first night room rate and must be cancelled online. During high travel periods and special events (listed below), reservations must be cancelled 30 days prior to arrival to avoid a cancellation charge of the first night room rate.

*** Reservations booked for the week of Oct 7th – Oct 14th 2018 must be cancelled 30 days prior to arrival date or a penalty of the one night's room charge deposit is forfeited. ***

All 3rd party site bookings must be cancelled through their respective channels via the website/company you booked the reservation through. We are unable to alter/cancel 3rd party site bookings.

PRIVACY POLICY:

RESPECTING YOUR PRIVACY

Uncle Billy's Kona Bay Hotel values your business and respects your right to privacy. The information you provide us is collected with the sole intent of servicing you better.

WHAT INFORMATION IS COLLECTED?

When you make a reservation through our website, we ask for your name, address, email address, phone and fax numbers, credit card number and expiration date. This allows us to secure your reservation, notify you of the status of your reservation, or contact you in the event there are questions about any information you submit to us.

HOW IS YOUR INFORMATION PROTECTED?

Uncle Billy's Kona Bay Hotel does not lease, sell, trade or give any of our customer information to other companies, except where the information is required to complete a reservation, which you have requested. Credit Card Information provided through our online reservations order form is encrypted, and measures have been taken to secure our server from any unauthorized access. We recommend that any communications you send us via this site, including comments, suggestions and questions, do not contain information that is private or confidential. Credit Card information should only be provided on the online reservation form that encrypts the number for your protection. If we should change our

privacy policies, those changes will be posted on this page and by using this site you agree in advance to accept such changes.

ACCURACY OF INFORMATION

Uncle Billy's Kona Bay Hotel endeavors to provide information that is accurate and up-to-date. We advise visitors to our site that all published information is subject to change, correction, or deletion. We apologize in advance if any misinformation creates an inconvenience for you.

SPECIAL REQUESTS

We will make every effort to fulfill your preference requests; however they are not guaranteed as rooms are assigned at check-in.

PROPRIETARY INFORMATION

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Contact Us

If you have any questions or concerns about these policies or our information handling practices; please contact our Guest Relations Services at reservations@unclebilly.com.