

Coral Cloud Resorts Frequently Asked Questions

Section 1: General Information & Reservations

Welcome to Coral Cloud! We've compiled answers to our most frequently asked questions to help you plan your perfect getaway.

What is the best way to make a reservation?

The best way to book your stay is directly through our website at www.coralcloudresort.com, where you'll find our best available rates and exclusive packages. Alternatively, you can call our reservations team at 1-800-CORAL-CLOUD, and one of our friendly agents will be delighted to assist you.

What is your cancellation policy?

We offer a flexible cancellation policy. For most reservations, you can cancel free of charge up to 7 days before your scheduled arrival date. Cancellations made within 7 days of arrival may be subject to a fee equivalent to one night's stay. Please note that non-refundable or special promotional bookings have different terms, which will be clearly stated at the time of booking.

Is a deposit required to secure my reservation?

Yes, a deposit equivalent to the first night's room and tax is required at the time of booking to guarantee your reservation. For package bookings or extended stays, the deposit requirement may vary.

Can I modify my reservation?

Absolutely. You can modify the dates of your stay or room type, subject to availability and any rate differences. Please contact our reservations team directly or manage your booking through the link in your confirmation email to make any changes.

Do you offer group rates or event booking?

Yes, we specialize in creating memorable group experiences, from weddings to corporate retreats. For bookings of 8 rooms or more, please contact our Group Sales department for special rates and customized planning assistance.

Is there a resort fee?

Yes, a daily resort fee is applied to each room's account. This fee provides you with a host of exclusive amenities, including high-speed Wi-Fi across the property, access to our

state-of-the-art fitness center, daily poolside refreshments, beach chair and umbrella service, and complimentary non-motorized water sports.

What is the minimum age for check-in?

The primary guest must be at least 21 years of age to check into Coral Cloud Resort.

Section 2: Check-in, Check-out & Room Information

Your comfort is our top priority. Here's what you need to know about arriving, departing, and enjoying your private sanctuary.

What time is check-in and checkout?

Check-in is at 3:00 PM. If you arrive prior to check-in, our helpful staff will safely secure your luggage and inform you when your room is ready. Check-out is at 11:00 AM. If your flight departs later, you can easily secure your luggage with us and still enjoy the amenities, like grabbing a bite to eat or relaxing by the ocean while you wait.

Can I request an early check-in or late checkout?

Requests for early check-in and late checkout are based on availability on the day of your arrival or departure. While we cannot guarantee them in advance, we will always do our best to accommodate your schedule. Late checkout fees may apply.

What is required upon check-in at the resort?

The resort requires guests to complete and sign the registration card at check-in. Please be prepared to present a valid, government-issued photo ID and a credit card for an authorization hold or a cash deposit for any incidental charges.

Are Pets Allowed?

Pets are not allowed at the resort. We are happy to provide information on local pet-boarding facilities. Service animals, as defined by the ADA, are welcome.

Can we request adjoining rooms?

We accept requests for adjoining or connecting rooms and will always do our best to accommodate you. However, we cannot guarantee that adjoining rooms will be available. Requests can be made by calling the resort after you have booked your rooms.

What types of rooms and views do you offer?

Coral Cloud offers a wide range of accommodations, from deluxe guest rooms to luxurious multi-bedroom suites. View options include stunning Oceanfront, picturesque Ocean View,

serene Garden View, and vibrant Resort View. You can explore all our room types and their specific amenities on our website.

Is Wi-Fi available in the rooms?

Yes, complimentary high-speed Wi-Fi is available in all guest rooms and throughout the public areas of the resort, included as part of your resort fee.

Are your rooms accessible for guests with disabilities?

Yes, we offer a selection of fully accessible rooms and suites. These rooms feature wider doorways, roll-in showers, grab bars, and other amenities. Please specify your needs when booking to ensure we can provide the perfect accommodation for you.

Section 3: In-Room Amenities & Resort Services

We've thought of everything so you don't have to. Discover the amenities and services designed to make your stay effortless.

Is there a hairdryer in each room?

Yes, every room includes a modern, powerful hairdryer, so there's no need to bring one from home.

Is there a safe in each room?

Yes, for your peace of mind, all rooms include an electronic safe, so valuables such as your wallet, jewelry, and travel documents can be securely stored.

Do rooms include a mini-fridge or coffee maker?

All of our rooms are equipped with a mini-fridge for your convenience. A premium coffee maker with complimentary coffee and tea is also standard in every room.

Are cribs or rollaway beds available?

Yes, we have rollaway beds and cribs that can be added to your room reservation. These are complimentary amenities, available upon request when making your reservation or by contacting the front desk. Please note that some room types may have limitations on placing extra beds.

Do you offer room service?

Yes, in-room dining is available for breakfast, lunch, dinner, and late-night snacks. A full menu can be found in your guest room directory.