

GUEST CONDUCT POLICY

At Sonesta Resorts Sint Maarten we provide our guests with limitless all-inclusive vacations.

One of the amazing parts of traveling around the world is meeting people from many rich and varied cultures. This diversity offers a chance to learn about different cultures and make new friends from different parts of the world. But just as a new friend can enhance your vacation experience, some guests may behave in ways you find unusual or undesirable. Since our guests come from different and diverse backgrounds, it is important that everyone understands the behavioral standards in place at Sonesta Resorts Sint Maarten.

This Guest Conduct Policy is intended to help ensure that all guests can enjoy a safe and healthy vacation and the policy sets forth standards of conduct for guests to follow through their stay. The policy is not intended to be all inclusive, and it is likely there will be conduct issues that it does not necessarily address. In that event guests are expected and obliged to follow the direction of the resorts' security and/or management team, who will take appropriate action to ensure the safety, security and well-being of our guests.

In addition, guests are expected and obliged to comply with applicable laws in St. Maarten. Updates to the Guest Conduct Policy may be made between publications of this directory. Any updates to this Guest Conduct Policy are available for review on www.sonesta.com/stmaarten.

SAFETY AND SECURITY

Safety and security is everybody's responsibility. Should anyone become aware of someone being injured, or of any unsafe or possibly illegal behavior they should immediately report it to the resort security and/or management team or the local authorities. Immediately reporting these issues will help enable the involved parties to efficiently respond to the situation, properly preserve information or evidence and notify the proper law enforcement or Government officials. Should there be any suspicion of misconduct in a guest room the resort security and/or management team will make an attempt to enter the room.

PARENTAL AND GUARDIAN RESPONSIBILITY

Anyone under the age of 18 is considered a minor. Parents and guardians are responsible for the behavior and supervision of accompanying minor(s) and young adult(s) throughout their vacation at the family resort Sonesta Maho Beach Resort. Responsibility applies at all times, even if the parents and guardians are not physically in the company of their minor(s). Sonesta Ocean Point Resort is an adult-only resort for ages 18 and over, therefore, children are not permitted.

GUEST CONDUCT

Guest and Employee Interaction

Our employees are friendly, outgoing and helpful and they will do their very best to make your stay with us as memorable as possible. Please do not misinterpret their friendliness. Employees are prohibited to physically engage with guests and are not permitted to socialize with guests beyond their professional duties and are not permitted to be in guest rooms, except for the performance of their duties. Guests are expected to respect these policies and are similarly prohibited from engaging in physical relationships with any employees. Guests are not permitted in any staff area of our resorts.

Verbally Abusive and Offensive Language

Verbally abusive or offensive language directed toward anyone, guest, employee or others, is not permitted.

Inappropriate or Abusive Behavior

Inappropriate or abusive behavior including uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false identification, underage drinking and providing alcohol to those under the allowed age (see alcohol policy), possession of illegal substances/items, or any other illegal or offensive conduct is not permitted. Clothing considered to be indecent,

obscene, or offensive in nature and/or that detracts from a family resort atmosphere will not be tolerated.

Unsafe Behavior

Sitting, standing, lying or climbing on, over or across any exterior or interior railings or other protective barriers, or tampering with resort's equipment, facilities or systems designed for guest safety is not permitted. Guests may not enter or access areas that are restricted and for the use of resort employees. Any other unsafe behavior, including not following safety instructions is not permitted.

Discourteous or Disruptive Behavior

Pool and beach chairs may not be reserved. No topless bathing and nudity is permitted at any time within the Sonesta Resorts Sint Maarten properties. Boom boxes and loud radios are not permitted. Please note that the use of personal speakers in areas where they intrude on the experience of fellow guests is strictly prohibited.

Limitless All-Inclusive Privileges

Guests have the privilege to enjoy an array of food and beverage venues within our resorts and may not abuse and/or take advantage of their privileges and hand over food or beverages to those who have no entitlement thereto. Guests are not permitted to leave any Sonesta Resorts Sint Maarten properties with food and beverage items in open or closed containers.

Tipping and Gratuity

Tipping and gratuity at Sonesta Resorts Sint Maarten is not expected but accepted.

Smoking Policy

For the comfort of our guests Sonesta Resorts Sint Maarten keeps most of their indoor areas as non-smoking areas; however we recognize that some of our guests smoke. Therefore, to provide an environment that also satisfies smokers we have designated certain areas of our resorts as 'smoking areas'. This policy includes smoking-like products such as electronic cigarettes.

The designated smoking areas are clearly marked with visible signage and ashtrays. Pipes and cigars are only allowed to be smoked in outdoor designated smoking areas.

All guest rooms, restaurants, the lobby and areas not specified as designated smoking areas are

strictly non-smoking. A \$250 cleaning fee will be applied to guest's credit cards if smoking has occurred in non-smoking guest rooms. Sonesta Resorts Sint Maarten kindly asks all guests to please refrain from smoking outside designated smoking areas to help provide a comfortable environment for everyone. Cigarettes, cigars and pipe tobacco must always be properly disposed. Guests who violate this smoking policy may be subject to further action pursuant to the 'Consequences section' of this Guest Conduct Policy.

Alcohol Policy

Sonesta Resorts Sint Maarten guests are expected to be responsible for their actions at all times. Consuming alcohol in excess impairs one's judgment and reduces one's ability to recognize and avoid potential dangerous situations. Guests who chose to consume alcohol must do so responsibly and at their own risk. Guests may be refused to be served alcoholic beverages if they, at the sole opinion of any staff member of the resorts, do not consume alcohol responsibly. Any guest that violates this alcohol policy, will be considered for disciplinary action pursuant to the 'Consequences section' of this Guest Conduct Policy, and may lose their privileges to use certain areas and facilities of our properties.

Sonesta Ocean Point Resort is an adults-only resorts, however we offer unlimited access for our guests to our sister property, Sonesta Maho Beach Resort, Casino & Spa which is a family resort where all age groups are welcomed. Sonesta Resorts Sint Maarten guests are reminded that the minimum drinking age according to local law is 18 years. For the purpose of complying with the minimum drinking age requirements, guests may be asked for one or more government-issued photo IDs to permit verification of their age. Changing the minimum drinking age by the parent or guardian signing a waiver would not be permitted.

No guest under the age of 18 may possess or consume alcohol at any time, while at any of the Sonesta Resort Sint Maarten properties. Providing alcohol to guests under the age of 18 is not permitted and shall constitute a violation of this alcohol policy. Any guest who at any time leaves the premises of our resorts is responsible for ensuring they have not consumed alcohol irresponsibly and retain their ability to recognize and avoid potentially dangerous situations. Guests

who violate this alcohol policy will be considered for discipline under the provisions of this policy.

PROHIBITED ITEMS

Drugs or Illegal Substances

No illegal drugs or other illegal substances are allowed in Sonesta Resorts Sint Maarten properties. In addition, St. Maarten has strict laws that address drug possession. Guests found in violation of such laws are subject to arrest and prosecution by the local law enforcement authorities and may be immediately removed from the resort.

Weapons, Explosive or Other Dangerous Items

No weapon, explosive or other item that presents a risk of harm to persons or property is allowed at Sonesta Resorts Sint Maarten properties.

HEALTH

Hand Washing Policy

Guests are strongly encouraged to wash their hands with soap and hot water after using the restroom and before eating or handling food. Medical Experts say this is one of the best ways to prevent illnesses.

Illnesses and Isolation of Guests

Seek medical assistance and inform Front Office immediately. At Sonesta Resorts Sint Maarten we follow practices and maintain policies to prevent illnesses from affecting our guests. One of the best ways to prevent the spread of contagious illnesses like gastrointestinal viruses, colds and flu is to wash your hands thoroughly for at least 20 seconds with soap and hot water after using the restroom and before eating anything. In the event you experience symptoms that indicate a gastrointestinal illness, such as diarrhea or vomiting, or know of someone experiencing these symptoms, you must seek medical assistance immediately. In addition, some gastrointestinal illnesses remain contagious up to 72 hours or more after symptoms subside;

therefore, if you or someone you know experienced such an illness just prior to your vacation, you must immediately notify the resort management and consult with a doctor. This will permit the resort management to take steps to reduce the chance that your illness will spread to others in the resort. Failure to immediately report a contagious illness to the resort's management and seek medical assistance, or to accurately describe its onset, greatly increases the likelihood the illness will spread to others and is a violation of this Guest Conduct Policy. In the event of a contagious illness, the resort's management will take steps to curtail its spread to other guests, including if necessary, steps set forth in the Consequences section below.

CONSEQUENCES

Failure to act in accordance with this policy may result in:

- Holding in quarantine in case of a contagious illness and turning over to the authorities
- Intervention by Security, other management personnel, or law enforcement
- Reporting of incidents to government and law enforcement authorities for follow-on legal action
- Removal of certain privileges, which may include no access to certain areas of the resort
- Turning over to law enforcement authorities due to the possession of illegal / contraband / prohibited items or due to inappropriate / abusive / unsafe behavior
- Removal or expelled from the resort and denial of future stays at Sonesta Resorts. Guests removed from Sonesta Resorts Sint Maarten property pursuant to this policy, are responsible for their own accommodations and transportation, at their expense. Such removal from the resort shall not constitute grounds for a refund of amounts already paid to the resort or reduction of any amounts owed to the resort.

Establishing and articulating a Guest Conduct Policy helps ensure that all guests are able to enjoy a fantastic, safe and secure vacation. Sonesta Resorts Sint Maarten appreciates your support of this policy and hopes this will be the best vacation you have ever had.