



## Updated Amenities, Services & Charges

**Welcome** to all our valued customers to Summerset Resort "The Hotel Training School" "This is a student-run facility, therefore all your service staff are all students. This serves as a teaching and learning experience and hence we at Summerset ensure that our rates are attractively priced to facilitate the teaching and learning experience. Therefore we welcome wholeheartedly all our valued guests that choose to have this experience with us, we are hoping that as students we can meet and exceed your expectations where necessary."

This information is updated as of February 23, 2023 and is subject to change without notice so therefore we ask all our valued guests to call in ahead of time to get any updates.

### **Indemnity**

Based on the fact that this is a teaching and learning institution we do not offer any form of medical/accident insurance for any of our guests / persons or property and hence we ask that you please note that we seek to use this statement as an indemnity waiver against any litigation brought against Western Hospitality Institute or its entity "Summerset Resort & Hotel Training School". This is a teaching and learning research-based institution for which you are invited without any pressure to be our guest.

### **Trainees :**

Please note that the persons you meet on the telephone is a student's / trainee, the persons that check you in is a trainee, the service personnel's are all trainees all the managers are trainees and the Assistant General Manager in training is a trainee. The only senior experts are your Security personnel, groundsman and 2% of your housekeepers all other service personnel are trainees students pursuing undergraduate studies.

### **Constructive Criticism**

We encourage you to please provide the students with your constructive criticism and please remember they are trainees and you choose to share that experience with us. We value the business you have given the students to be able to serve you and provide the requisite service based on their training. We do not entertain destructive criticism handed over our trainees by our guests, our trainees are trained to be humble and deliver the service according to training standards and expect the constructive criticism from you our valued guest. Please complete our Customer Service Questionnaire before your departure so that we can use it to guide our students' training and improve the quality of our service delivery.



## **Services and Amenities**

Please note that some of our services are discontinued and there have been adjustment to the services since the start of the COVID-19 pandemic . So please be guided accordingly .

## **Booking Engine and Reservations**

Please note that different booking engine have different prices that covers different amenities/ services , so please do not compare the hotel website and upon your arrival you request what is on the hotel website on not the services you saw on the booking engine your used or the reservation agent that you uses to make your reservation . Not all services are available based on the rates you are quoted , therefore please ensure that what you pay for is what you receive . IF it is not available just follow the information below and we will provide the services within 24 – 48 hours . Please inform front office and once you have paid for the service we will try out best to provide the services , services that are out of our control will be handled professionally eg. Mechanical or Act of God disable services . Please note that not all services posted on our website is available to all booking agents .

- **Buffet Restaurant**

Our buffet restaurant only operate when we have at least a 50% occupancy or special functions

- **A La Carte Dining**

A la carte is available once the occupancy is below the 50% or if the guest request a special dinner served a- la carte style , this may attract a service charge . However regular a la carte service does not attract a service charge .

- **Outdoor pool**

Please note that we do have an outdoor swimming pool , Guest swim at their own risk , there are no life guard on property . Therefore the hotel is indemnify against any injury that the guest



may incur using the swimming pool . Please check with the hotel before booking to ensure that the pool is not out of service and up for maintenance . Please ensure that you are email or whatsapp in writing the response on the swimming pool . We take our guest health and safety seriously and we ask that you PLEASE get this verification before checking into the hotel .

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- **Access to Fitness centre**

- Depending on the package that your book and the booking engine that you use , our guest do have access to a gym facility next door . For some packages the cost is included and for some guest they may have to pay a price . Please verify before booking .

- **Meeting facilities**

Depending on the meeting facility that you book some packages include the meeting room while some don't . Please note that the meeting facility attract a cost .

- **Complimentary Wi-Fi**

- Access to internet is complimentary to all guest EXCEPT for specialized services for meeting and conference ect. Internet are accessible in some public areas on the hotel



property and in some guest rooms . However if you choose to secure services in your room then we can organize the rental of a wireless box , please check with front office .

- **Private balcony rooms**

Each guest room comes with its own private balcony and cottages also with private veranda .

- **Complementary Shuttle Service to Rick's Café**

Rick Café is walking distance from the hotel if you need a good cardio , however some packages based on the booking engine will allow for you to get one complementary shuttle to and from Rick Café . You are required to give the hotel front office at least 24 hour notice or book this when you are booking your reservations .

- **Spa Treatment**

To obtain the Spa service you are required to book 48 hours in advance and this is at a cost

- **Wedding packages**

Please check with reservations to work out your special wedding package price



- **Complementary Shuttle to Margaritaville and other event**

Depending on the booking engine that you use to make your reservations one complementary shuttle service may be included , however guest will need to pay additionally for this service. You are required to make the reservations 24 hour in advance .

- **24 hour Restaurant Service**

This kind of service is only available upon request , therefore if a guest requires this service then there is a service charge attached and this services need to be booked 24 hours in advance or upon making your reservations . Outside of the 3 meals that comes with your package breakfast , lunch and dinner all additional meal service attract a service charge .

Please check for meal times .

Breakfast : 8:00am – 10 :00am

Lunch : 1:00pm – 2:30pm

Dinner : 7:30pm – 9:30pm

Please be on time for meals as our students do have classes hence the timing is very important for meals . Should you require room service there is a service charge for room service and must be requested at the front office via WhatsApp (876) 829- 9540 and this must be done 12 hour in advance .



- **24 hours Bar Service**

Beverages are not included in your meal except a glass of juice at breakfast all other beverage you are required to pay for . therefore if you require a 24 hours bar service then your will need to book that at least 24 hours in advance at a cost .

Bar Opening hours : 9:00am – 10:00pm

- **Complementary welcome drink**

Depending on the booking engine you uses to make your reservations then a complementary drink may be included . Please check with your front office receptionist upon checking in if this is included in your package and collect your drink at anytime from the bartender .

- **Cold/Warm towel service**

Cold and Warm towel service is available to certain guest based on the package that you booked . If you require this type of service please make the request upon making your reservations it may be at a service charge .

- **Wake Up Calls**



Should you require a wakeup call , please contact the front office and make the reservations for a wakeup call . the hotel security will come to your room and know you up . Sometimes this service can be un-reliable so please use other devices to aid in your wake up call as we would not want for you to miss your very important appointment .

- **Airport Shuttle Service \*\***

Airport shuttle service comes as a cost and you are required to call / whatsapp MXP tours at (876) 796-2391 to make your reservations .

- **Special Tour Packagers**

For your special tour packages please call or whatsapp MXP tours (876) 796- 2391 to arrange your special tour packages at a cost .

- **Schedule Butler Service**

Should you require your personal butler , we are please to provide you with one of our trainee at a cost for this kind of services .

- **Private Dining**

- Do you have a special occasion and would like a private dinner at your balconey , in the gazebo , around the pool side or on the lawn , Please let us arrange it for you . We can even transport you to have your private dinner on the beach at a cost .



- **Complementary Beach shuttle**

- Depending on the booking engine that you use , please check to ensure that your complementary beach service is included . You are only entitled to one complementary beach service drop off and pick up . Please advise the front office 24 hours in advance for the time for departure and pick up .

## **BEACH DAY**

Please note that you can speak to the front office to get direction to the beach that our guest uses and that's for all guest . This is complementary for all our guest . However beach towel usage are at a cost .

- **Complementary Shopping Shuttle**

Depending on the booking engine that you made your reservations through you may be entitled to one complementary shuttle to drop off in the town of Negril and pick up within a specific time communicated by the hotel . Please check with the hotel front office and your





booking agent for the type of service if it is included in your package . However this can be organized at a cost for our guest providing 24 hour notice is given .

- **Complimentary bottled water**

Depending on the booking engine that you use to make your reservations , it may include a complimentary bottle water , please check with your booking agent to see if this is included in your package . However please be advised that bottle water is at a cost .

- **Complimentary Coffee/Tea Station**

There is a 24 hours Coffee and Tea station for all our guest . You can make your own coffee or tea any hour of the night .

- **Entertainment**

- Entertainment is provided when the hotel is at minimum of 60% occupancy . Should guest required specialized entertainment that can be arranged at a cost .

### **Daily Housekeeping Service**

Since the COVID – 19 pandemic , the daily housekeeping services is discontinued , should you require service please inform the front desk for clean towels and for regular



housekeeping service you will need to book with the hotel front office upon checking in our when booking your services . A 24 hours lead time is required if you need regular housekeeping service , please reserve with front desk .

- **Do not Disturb**

- IF you do not wish to be disturb , please put the DO NOT DISTRUB sign on your room. door .

- **Security Deposit**

- You are required to pay a security deposit of US\$ 100 depending on the amount of days you are staying . If you are staying for less than 3 nights then you are required ot pay US\$50 as your security deposit .

- **Safety Deposit Box**

- The use of the safety deposit box is US\$ 20 per night for usage . Please make the request when you are making your reservations . Once reservations is made we will have one available for you upon arrival .

- **Late Check Out**

- Check out time is 11:00am daily there is a grace period of one hour , a minute beyond the hours will attract US\$ 20 per hour until the full guess room rate is achieved . The guest



rooms rate used is the onsite rate and not the special rate you booked online or through your travel or reservations agent . Check in time is 3:00pm

Summerset Rd., Westend, Negril,  
Westmoreland, Jamaica W.I. | **1-876-912-3651** | **1-876-829-9540**

This information supersedes all other information posted on the Summerset Resort and Hotel Training School website . Information posted as at February 23, 2023