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FOR IMMEDIATE RELEASE

The Reef Guarantees a Great Vacation

GRAND CAYMAN, Cayman Islands (June 6, 2011) – The Reef, Grand Cayman introduces a new ‘Vacation Guarantee’ to their unique line up of guarantees assuring guest satisfaction.

The latest addition promises guests that all issues with their room will be fixed within 12 hours of reporting the problem, or their night stay will be free.

The Reef also includes all food and beverage services in this guarantee. If a guest notifies their server of an issue, the server will replace the item or the guest’s meal will be on the house.

“Guarantees serve to put the guest at ease, knowing that they will be taken care of,” said Paul Robinson, The Reef’s marketing director. “We just want the consumer to know they enjoy a wide range of ‘vacation protections’ at the Reef!”

This is the fifth addition to The Reef’s guarantees, highlighting this family-run resort’s efforts to satisfy every guest.

Since the Cayman Islands is known as a hotspot for divers, The Reef promises that guests with pre-booked dive packages will dive every day of their vacation with ‘The Guaranteed Dive’. If for any reason they cannot be taken diving, their accommodation and diving are free!

Other guarantees include the ‘no worries guarantee,’ which offers guests a complete refund in case of a hurricane approaching the Cayman Islands, and a ‘best rate guarantee.’

With the Vacation Guarantee guests are responsible for notifying a concierge of their issue, room problems may require moving guests to a comparable or upgraded room,

The vacation guarantee applies to bookings made through The Reef’s reservations office, a licensed travel agent or one of their preferred travel partners.

For more details and the full list of guarantees, visit <http://www.thereef.com/en/reservations/policies.html>

The Reef is located on the secluded East End of Grand Cayman, a 45-minute drive from the airport. The family-run Reef Resort has 1,600 feet of white sand beach for 152 condo-style rooms, ranging from studio to two-bedroom master suites.

The full-service resort features two restaurants, a spa, two fresh-water pools, snorkeling and scuba diving, along with many on site water sport activities from White Sand Water Sports. For more information about The Reef, go to www.theReef.com. To make reservations, email reservations@theReef.com or call 1-888-232-0541.

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