

FAQ (Frequently Asked Questions)

RENTALS

I requested a rental quotation for the full day use of the room and signed and returned it to your department. On the day of the rental due to some circumstance, the room was used for half day only. Am I entitled to a refund?

Once a quotation is presented to a client and it is signed off on, we generally expect the full agreed amount to be paid. However, if the room was used for a period less than 4 hours, the client will be charged only a half-day rental rate. The full catering cost that would have been provided and agreed upon for the entire day will however need to be paid in full. This will include any snacks, lunch and drinks ordered prior to the meeting as well as the waitress fees quoted as this is all an external service contracted by CDNMI externally.

Can I use my personal caterer and forgo the one offered with my rental?

Unfortunately for security and health and safety reasons we require that you use our personal caterer. No exceptions can be made. However, we will work with your company to have the menus suited to your tastes and within your budget as much as possible.

How far in advance must my room rental be confirmed?

A rental is considered confirmed at least two weeks prior to the date. Usually a quotation will be presented to the potential client and once it is signed and returned to CDNMI staff, the rental is considered confirmed. Payment must be made within 30 days after the rental date.

What is the organization fee?

The organization fee serves a similar purpose to that of a caution fee. It must be paid with each rental and is non-refundable and acts as a security to DFL Holdings for any damage done during the rental of room. The fee is a flat rate of TT \$350.00 plus VAT.

Is there adequate parking provided for persons and their guests seeking to rent the conference room?

Unfortunately, CDNMI does not have reserved parking available to persons renting the facilities. Parking on Cipriani Boulevard however is quite safe and our high-tech camera surveillance system can safeguard your vehicle from any danger as they are under constant watch by our security.