



Villa Delfina ST JOHN, VI

your gateway to the perfect vacation

RENTAL POLICY

When you make a reservation, you will receive a Vacation Rental Confirmation/Invoice from us requesting your deposit on the villa.

OUR PAYMENT AND CANCELLATION POLICIES:

Half of your rent is due here within 10 days of booking to confirm your reservation. Failure to make this payment subjects your reservation to automatic cancellation without notice to you. The balance due of rent, Government Hotel Tax, and damage deposit must be paid in full at least 45 days prior to your arrival. Only ONE credit card will be accepted from a rental party for villa payment. All cancellations and any request for changes to your reservation (such as date changes or changes in the number of persons) must be made IN WRITING. If you cancel more than 45 days prior to your arrival date, 80 per cent of your total rent will be refunded to you and 20 per cent of your total rent will be retained as full liquidated damages. If you cancel within 45 days of your arrival date, 100% of your rent will be retained as full liquidated damages. However, if your canceled dates are rebooked to another guest, 80 per cent of your rental monies will be returned to you for the nights rebooked, and 20 per cent will be retained as full liquidated damages. In rare cases, some villa owners may be persuaded to allow you to rebook your villa at a later date, without penalty to you. Refunds due to last-minute reductions in the total head count originally booked will only be considered on a case-by-case basis when requested within 45 days of your arrival. Please ask us to check with the villa owner.

DAMAGE DEPOSITS:

Damage deposits are fully refundable within 45 to 60 days of your departure, provided there is no breakage, damage, missing items, no additional cleaning for villas left abnormally dirty, long-distance calls charged to the villa's telephone, and no other charges incurred before, during or after your stay, still outstanding. All normal utilities (except for long-distance phone calls or careless or extremely excessive use of your villa's water supply) are included in your rental price. You hereby agree to pay the owner the cleaning or replacement costs for all damages to personal property or to the real estate, which may occur as a result of your occupancy, excluding normal wear and tear. Locked pantries and closets are reserved for the use of the villa owner and are not included in this rental. You as the Guest agree to take all reasonable steps to ensure that your family and other guests in your party adhere to the rules and regulations affecting your villa. All villas are privately owned, so decor, colors and inventories will of course vary. All villas are fully furnished, including an ample supply of bed linens and towels for Guests' use. Rearranging the furniture or removing any items from the villa is prohibited.

LIABILITY:

NO PETS:

Approved at Owner's discretion.

CHECK-IN and CHECK-OUT TIMES:

Check-in is at 3:00pm on arrival day and check-out is at 10:00am on departure date.

DRUGS AND HAZARDOUS MATERIALS:

Guest and members of his party shall not use or permit to be brought into any villa any illegal substances, inflammable fluids (e.g., gasoline, kerosene, naphtha or benzene), or other explosives or articles deemed hazardous to life, limb or property.

VILLA KEYS:

We charge each Guest \$35 for each set of lost or mishandled keys; gate remote controls will be charged at replacement cost (\$40 to \$100). Guest is required to follow all instructions precisely on where to leave your villa keys and gate remote controls when you depart - call our office if you are unsure!

CAPACITY OF VILLAS:

The total number of persons allowed in the villa at any one time is restricted to the number of persons scheduled and paid for, based on two persons per bedroom. Should a group misrepresent themselves, they will be required to pay for all excess persons immediately, or shall vacate the villa without refund. Exceptions to this Term are made only for infants under 2 years old; if sleeping in a baby crib and not occupying one of the villa's beds, they are NOT included in the villa's total head count.

QUIET ENJOYMENT AND PARTIES:

We wish to maintain a family atmosphere for the quiet enjoyment of Guests. We rent to family groups and responsible adults only; absolutely NO house parties or functions such as weddings are allowed without advance WRITTEN permission. Guests shall be sufficiently quiet and peaceful, so as not to disturb other residents of the neighborhood, particularly after 10 pm at night. If Guest is found to have had a wedding or any sort of group gathering for more persons than officially scheduled and paid for at the villa, and/or without advance written permission, he is subject to forfeiture of his entire villa security deposit to the villa's owner, at Owner's discretion.

SOME VERY IMPORTANT NOTES FOR YOUR INFORMATION - PLEASE READ CAREFULLY!

For St. John arrivals, you are required to phone your St. John contact person before you board the ferry or car barge from St. Thomas to St. John, so he/she will know at what time and at which dock you will be arriving, and can meet you there promptly. Please be sure to travel with all island contact numbers! You may rent a car on St. Thomas and barge it to St. John for your stay (except Hertz cars); for complete information on barge schedules and fares, please ask Guest Services. The St. John passenger ferry from Red Hook (East End) charges \$5 one way, plus \$3 per piece of luggage, and the trip is about 20 minutes. Due to heightened security, all passengers are now required to tag all pieces of their baggage, and to travel with their photo I.D.s, which may be checked at boarding on all ferries. Luggage tags are for sale for \$2 each at the ferry ticket booths.

MAID SERVICE:

For all villa properties, the homes are cleaned just before your arrival and after your departure so that your villa is very clean. Some villas do not include interim maid service with their rentals. If the villa you select does not have maid service included as part of your quoted rental price, or if you would like service more frequently, we can easily arrange maid service for you as often as you wish for an additional charge. On St. Thomas, maid service is \$50 per visit for 1-2 bedrooms used, \$75 for 3 bedrooms, \$100 for 4 bedrooms, \$125 for 5 bedrooms, \$150 for 6 bedrooms used, plus \$10 per rollaway or airbed being used. Please request pricing for other islands' villas. This service is for hotel-type general cleaning and tidying only; any personal laundry, cooking, or babysitting must be arranged in advance, and prices set according to services required. We'll be happy to book these extra services for your vacation.

GROCERY DELIVERY and A CHEF FOR YOUR VILLA STAY:

With sufficient advance notice, we can pre-stock your villa with the food and beverages of your choice. So, especially if you are arriving in the afternoon or traveling with small children, let us deliver your custom grocery order to your villa just before your arrival!

On St. John we have excellent chefs who are available for just one special dinner only, to one, two, or three meals a day for the duration of your villa stay. Please contact island chefs directly so you can discuss menus, dietary requirements and your grocery shopping list with him or her. Chefs will require an advance deposit for both grocery shopping and for their cooking; you may pay them directly. And please remember: all of our chefs book up far in advance for all holidays, so please plan way ahead.

SPECIAL SERVICES:

We can arrange almost any special services you wish, on any island, and also arrange your car rentals (to be delivered to your villa, OR picked up by you at the airport on arrival) with ample advance notice.

BABIES & TODDLERS AT OUR VILLAS:

Baby equipment is also available. Please ask for specifics and rates. Infants and toddlers under 2 years old are NOT included in the head count which determines your rental rate IF they sleep in a crib. If they sleep in one of the villa's beds, they are counted as a paying guest. On St. Thomas, St. John and St. Croix, U.S.V.I. law requires all children under 5 years old to be in a child-restraint car seat (or, if a child is 3 to 5 years old, he may wear a regular seat belt IF he is in a rear seat). Car seats are available from your rental car agency. Please order one when you book your rental car; there may be a small charge.

TIPPING THE VILLA'S STAFF:

For really excellent service with a smile, we recommend tipping about \$25 to \$50 per week for each housekeeper. Some housekeepers will leave an envelope in the villa for your gratuity. And if you have food and drink left in your villa when you depart, you may also leave these for the housekeeping staff - they will appreciate it.

LOUD, LATE PARTYING:

Most of our homes are located in sedate, residential neighborhoods, and if you and your family and friends want to make some partying a part of your vacation, please check with us before you book a particular property - we'll advise you as to the neighborhood climate.