

## **St. Croix Ocean Vista Honeymoon Cottage Policies**

### **PAYMENT POLICY:**

The accommodation owner requires that 50% of the rent is due to confirm your reservation. The balance of the rent is due 45 days prior to your arrival. No shows, late arrivals, change in number of persons, and early departures after arrival are non-refundable. (See Hurricane policy) No refunds will be granted unless there is a problem which cannot be cured within 24 hours, or which causes the Guest extreme and undue discomfort or serious inconvenience. Guests who abandon their villa without authority agree they have no rights to compensation.

### **CANCELLATION POLICY:**

More than 45 days' notice - 80% of payments made will be refunded.

Less than 45 days' notice - no payment is refunded. We strongly suggest you purchase travel insurance to cover your costs in the event you are forced to cancel.

### **HURRICANE POLICY:**

We recommend purchasing travel insurance if you are booking during hurricane season. In the event of a hurricane, refunds will be given for:

- Any unused portion of rent from a guest currently staying at the cottage from the day the hurricane makes landfall through the end of the stay if guest has vacated the cottage;
- Any unused portion of rent from a guest that is scheduled to arrive, and wants to shorten the stay to arrive after the hurricane. We will refund from the day the hurricane makes landfall to the day of your arrival.

It is the sole responsibility of the guest to secure other lodging or change airline tickets for an early departure and/or late arrival.

### **LIABILITY:**

The accommodation owner will not assume any liability for property loss or damages, nor liability for injury, accidents, delay, or irregularity which may be occasioned either by reason of defect in any vehicle or the acts of any company or persons engaged in conveying passengers to or from their villa. Transportation (airlines, rental cars and taxis) are supplied by providers who operate independently of the accommodation owner.

The accommodation owner assumes no responsibility for any loss, injury, or damage to person or property because of the acts of those providers, or otherwise and Guest shall indemnify and hold harmless the accommodation owner for any claims for personal injury or property damage arising for the vacation rental.

Guests are responsible for the Villa during occupancy.

### **NO PETS:**

Pets of any kind are not allowed unless prior arrangements have been made.

### **COMPLAINTS AND MAINTENANCE:**

The accommodation owner will make every effort to keep the cottage and inventory in good working order. In case of a maintenance problem, we will strive to repair the problem as soon as possible after being notified. However, no refund or rate adjustment will be made for unforeseen mechanical failures such as the supply of electricity, water, air conditioning, television or cable service, appliances, etc. It is the Guest's obligation to report any problems or damage IMMEDIATELY to the accommodation owner.

### **NO SMOKING ALLOWED INSIDE THE PROPERTY! NO EXCEPTIONS.**

This agreement becomes binding upon receipt of your rental deposit. Your sending payment constitutes your acceptance and agreement to these terms, conditions, limitations and restrictions. If you have any problems or questions with any of the preceding, please **BE SURE to contact us BEFORE you send us your rental deposit monies**. Thank you.