



Guest Name: _____

Villa Name: _____

Number of Adults _____

Confirmation #: _____

Children under 4yo: _____

Arrival Date: _____

Departure Date: _____

Flight Information -

Arrival Time: _____

Departure Time: _____

Airline & Flight Number: _____

Airline & Flight Number: _____

*Have you stayed with us before? _____ If so, when and where? _____

*If arriving earlier than your scheduled arrival date with us, where are you staying? _____

*If reserving a jeep on your own, please let us know the jeep rental company. _____

Short Term Rental Agreement

This Short Term Rental Agreement is made by and between Caribbean Villas of St. John and as set forth on the signature page of this agreement. For good & valuable consideration, the sufficiency of which is acknowledged, the parties hereby agree as follows. Complimentary Check-in: There is one complimentary check-in per party (transportation not included) up until the 7 pm boat. **8 pm or later arrivals will incur a \$50 fee. This needs to be prepaid or it will be charged towards your damage deposit.**

Check-in Time: 3:00 pm Check-out Time: 10:00 am

Villa Security/Drones: A safe is provided for you to use to protect your belongings. There is a \$35 charge per visit for maintenance to come to the villa to open due to operator error. Keep all doors, windows & sliders locked, especially at night & when you are not home. **Drones are not allowed to be flown from the villas and/or surrounding areas on St. John.**

Smoking/Drugs: Smoking is not allowed in any property or rental vehicle. No illegal drug use or possession is allowed in/on any property. Guests will be fined up to \$200 for smoking violations.

Lost Keys: A \$175 fee, per key will be charged to guests' security deposit if a villa key, safe key or gate key is lost or misplaced.

Personal Effects: Villa Owner, manager & rental agent are not responsible for Guest's personal belongings that are lost, stolen or left behind. There is a \$25 - \$75 retrieval fee plus the cost of shipping depending on villa location will be charged if items are left behind & found.

Villa Occupancy: The maximum occupancy is limited to the number of guests booked & paid for at the villa. No weddings, functions, parties, meetings or receptions are allowed without written permission. Violations will result in immediate eviction & forfeiture of all funds.



Trip Cancellation Insurance: If you do not have a source for cancellation insurance there is a website with suggestions and reviews-Consumer Advocates - Trip Cancellation Insurance. <https://www.consumersadvocate.org/travel-insurance/best-travel-insurance> Please verify all terms and conditions of coverage with the trip cancellation insurance company. It is the guests responsibility to cover themselves in the event they need to cancel or change their vacation plans.

Cable/Internet/Phone/Electricity: In the USVI these services are frequently interrupted. Please report any outages to the St John Office. There will be no refunds for these interruptions. We do not guarantee internet quality or speed.

Maintenance/Complaints: No refunds will be considered unless the problem has been reported during your stay at the villa. There are no refunds for malfunctioning hot tubs.

Garbage Removal: Guests are responsible for removal of all trash from their vacation rental. A \$125 fee will be charged to your damage deposit if rental agent is required to remove trash left behind. There are dumpsters located on the side of the roads for guests to use.

Substitution: Caribbean Villas of St John reserves the right to substitute comparable or better accommodations without liability, should the villa reserved be sold, out of order, double booked or be deemed substandard by us for any reason. If comparable accommodations are not acceptable to the guest, the guest may receive a complete refund of all prorated rent and hotel tax/service charge paid for the original villa.

_____ Please Initial. Cancellation Policy: All payments/reservations are non-refundable and non-changeable. Should you be forced to cancel/change for ANY reason and a replacement rental is obtained for your entire set of travel dates, your deposits will be refunded less a 20% administration fee of the total room charge. If a replacement rental is not obtained for your the entire set of travel dates, there will be no refund. If the Governor closes the island of St. John, USVI to tourists and trip cancellation has not been purchased, your funds will be held on account for a future stay. There will be no exceptions to this policy.

_____ Please Initial. Hurricane and/or Storm Policy: There will be no refunds given for acts of God or force majeure, such as hurricanes, tropical storms, etc., on St. John, USVI. This policy applies to current and all future guests who have reservations to travel or are on St. John. We highly recommend trip cancellation insurance. If insurance is not purchased and St. John is impacted by an act of God or force majeure no refunds will be offered. There will be no exceptions to this policy.

_____ Please Initial. Liability Release: Guest agrees to indemnify and hold harmless owner, manager and rental agent from any and all claims or causes of actions arising from the rental and occupancy of the residence by the Guest or invites. Owner, Manager and rental agent assumes no responsibility for insurance the residence is locked and secured and



guest's belongings are secured in the safes, and Guest further acknowledges they will exercise extreme caution regarding the pools, decks, railings, walkways, staircases, shoreline, driveway and courtyard, road, and all adults will constantly supervise children in and around these areas. This property is privately owned and the Owner and Property Manager reserve the right to refuse service to anyone at their discretion.

I have read the above & accept the conditions of the cancellation policy, procedures, rental policy & liability releases stated above, in addition to the Caribbean Villas Reservation/Terms & Conditions Policies set forth on our website –www.caribbeanvilla.com A damage deposit is required for all rental villas/condos. The required damage deposit will be given at the time your reservation is made. Your visa/mastercard number & signature is required for the damage deposit on the villa/condo (\$500 - \$1500) depending on the villa/condo. The damage deposit will be authorized 2-10 days prior to your arrival. **This is NOT for your villa/condo payment.** If your villa requires a prepaid damage deposit, we still require a visa/mastercard number on file. We will not process an authorization to your card if the damage deposit is prepaid.

Guest Name: _____ Date: _____
(please print)

Visa/MasterCard Number: _____

Exp. Date: ____/____/____ CVV: _____ Zip Code: _____

Guest Signature: _____

Best contact number while on island (cell phone): _____

Bed Configuration: Some homes have twin beds that convert to kings. Unless specified on this form PRIOR to your arrival, bedding configuration will be left as is. There will be a \$100 fee charged to your damage deposit if you request a bed change upon arrival.

Your request: _____



Jeep Rental Companies on St John

To reserve a vehicle we refer guests to the following companies. Please let us know which company you reserve with so we can note this in your reservation.

1. St John Car Rental - www.stjohncarrental.com, 340 776-6103
Check availability and reserve online
2. Aqua Blu Car Rental - www.aquablucarrental.com, 340 776-2782
Check availability and reserve online
3. Mr. Piper's Jeeps - www.mrpipersjeeps.com, 340 693-7580
info@mrpipersjeeps.com
4. Courtesy Car Rentals - www.courtesycarrental.com, 340 776-6650
info@courtesycarrental.com
5. Sunshine Jeep Rental - www.sunshinesjeeprental.com, 340 690-1786
info@SunshinesJeepRental.com

These are a few of the local jeep rental companies on St. John. We have additional phone numbers more companies if you would like other suggestions.

When renting a vehicle, please verify the company's hours of operation and the pick up and drop off times for their vehicles. Please read the terms and conditions when renting a vehicle.

When at the beach, please try to keep as much sand out of the jeep as possible. Some companies charge a fee if there is excessive sand in the vehicle when you return it.

Caribbean Villas of St. John ~ 89 Mussey Rd, Suite 103, Scarborough, ME 04074 ~ 800 338-0987 ~ Fax: 207 510-6308
www.caribbeanvilla.com info@caribbeanvilla.com

Caribbean Villas of St. John Terms and Conditions

After making your villa/condo booking with us, you have 7 days to send us your rental deposit and guest contract. Payment is by check; personal check is fine. Your sending us payment on your villa rental becomes a binding agreement; it constitutes your acceptance and agreement to these terms, conditions, limitations and restrictions as mentioned in our Payment and Cancellation Policies section on this page. If you have any problems or questions with any of this information, please be sure to call us for discussion and explanation before you send us your villa rental deposit monies and contract.

AGE REQUIREMENT: You must be 25 years or older to rent a villa/condo unless part of or guest of a family group.

PAYMENTS: Caribbean Villas requires 50% down within 7 days of making your reservation by check only. Failure to make this payment subjects your reservation to automatic cancellation. The balance of your reservation including the tax/service charge and security deposit where applicable; is due 60 days prior to arrival. If traveling during the Christmas/New Years' time period, the balance including the tax/service charge is due 120 days prior to arrival. Rates are based on Cash Prices – Payment is by check. To pay with a visa/mastercard there is a 3% service fee. Please make the checks payable to Caribbean Villas and mail them to 89 Mussey Rd., Suite 103, Scarborough, ME 04074.

CANCELLATION POLICY: All payments/reservations are non-refundable/non-changeable. Should you be forced to cancel/change for ANY reason and a replacement rental is obtained for your entire set of travel dates, your deposits will be refunded less a 20% administration fee of the total room charge. If a replacement rental is not obtained for your entire set of travel dates, there will be no refund. If the Governor closes the island of St. John, USVI to tourists and trip cancellation has not been purchased, your funds will be held on account for a future stay. There will be no exceptions to this policy.

HURRICANE AND/OR STORM POLICY: There will be no refunds given for acts of God or force majeure, such as hurricanes, tropical storms, etc., on St. John, USVI. This policy applies to current and all future guests who have reservations to travel or are on St. John. We highly recommend trip cancellation insurance. If insurance is not purchased and St. John is impacted by an act of God or force majeure no refunds will be offered. There will be no exceptions to this policy.

TRIP CANCELLATION INSURANCE: If you do not have a source for cancellation insurance there is a web site with suggestions and reviews –[Consumer Advocates – Trip Cancellation Insurance](#). **Please verify all terms and conditions of coverage with the trip cancellation insurance company. It is the guest's responsibility to cover themselves in the event they need to cancel or change their vacation plans.**

Please note: If we do not have your arrival information 60 days prior to your check-in, there will be a \$50 charge applied to your security deposit.

PASSPORT REQUIREMENTS: If you are a U.S. Citizen traveling to the U.S. Virgin Islands (St. John, St. Thomas, St. Croix) you will need Proof of Citizenship; this is a Photo ID and a birth certificate with a raised seal (photocopies are not allowed). *For further information: <http://www.travel.state.gov> *
Please note: If you are traveling to the U.S. Virgin Islands (St. John, St. Thomas, St. Croix) and are

planning to do any day trips/day sails to the British Virgin Island or any other Caribbean country you will need a valid U.S. Passport

MAID SERVICE: Our homes/condos do not include maid service. Maid Service may be arranged at an additional cost. Towels, linens, beach towels and a starter kit of paper products are provided for your stay. Any additional supplies will need to be purchased by the guest.

CLEANING FEES: The majority of our vacation homes and condominiums have a 7 night minimum rental rate. Some exceptions can be made, please contact us directly to inquire about a fewer than 7 night stay. If an exception is made a cleaning fee will be applied to the pro-rated rental rate.

HOTEL TAX/SERVICE CHARGE: If traveling to St. John, a 12.5% hotel tax and 5% service charge will be added to your reservation. (When the hotel tax changes all reservations are subject to the tax increase.)

DAMAGE DEPOSITS (Security Deposit): Our Villas and Condos for the island of St. John all require a damage deposit. The deposit is \$500-\$1500 depending on the property reserved. In most cases this deposit may be applied to a Visa or MasterCard. Our consultants will advise you at the time of booking which policy applies to your rental home. The security deposits are fully refundable within 60 days of your departure, provided there is no breakage, damage, missing items, no charges incurred before, during or after your stay, still outstanding. All normal utilities (except 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 Caribbean Villas on behalf of the owner of your villa 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 a 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 of furniture or removing any items from the villa is prohibited.

LIABILITY: Caribbean Villas, is acting hereunder as an agent for accommodations, and assumes no liability for property loss or damages, nor liability for injury, accident, 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, ferries, charter vessels, rental cars and taxis) is supplied by providers who operate independently of Caribbean Villas. We assume no responsibility, therefore, for any loss, injury, or damage to person or property because of the acts of those providers. Furthermore, guests are responsible for their villa during occupancy, and must always lock villa windows and doors securely when not on the premises and must exercise care in securing all personal property. Guests must observe all cautions as given in our blue guest book and/or by your local contact. All Caribbean Villa's properties are privately owned. The Owner and Caribbean Villas reserve the right to refuse service to anyone at their complete discretion. Any and all disputes will be subject to jurisdiction only in the USVI.

COMPLAINTS AND MAINTENANCE: Caribbean Villas shall make every effort to keep all villas and their inventories in good working order. In case of a maintenance problem, they will strive to repair the problem as soon as possible after being notified. However, no refund or rate adjustment shall be

made for unforeseen failures such as the supply of electricity, water, pool filtration systems, air conditioning, television/cable service, internet access, appliances, etc. Due to wild fluctuations in our island electrical service and the lack of trained technicians here, we cannot guarantee that hot tubs at villas will always operate correctly, and no rebates will be given due to hot tub malfunctions. It is the Guest's obligation to report any problem or damage IMMEDIATELY to us, regardless of the hour. No refunds will be considered unless problems are reported and reviewed by our staff during your stay on island.

CONSTRUCTION NOISE: Due to the amount of new villa construction on St. John, it is a possibility that construction may occur near your villa rental. Any construction and the possibility of new construction is outside the control of Caribbean Villas.

ENTRY INTO VILLA: Caribbean Villas or its staff may enter your villa to perform any repairs as necessary. If your villa is on the market for sale, we reserve the right to allow the villa to be shown, but only by advance appointment made with Guest. We will make every effort to schedule such brief showings at a time convenient to you, to respect your privacy, and not interrupt your vacation.

SUBSTITUTION: Caribbean Villas reserves the right to substitute comparable or better accommodations without liability, should the villa reserved be sold, out of order, double booked or be deemed substandard by us for any reason. If comparable accommodations are not available, Guest may receive a complete refund of all pro-rated rent and Hotel Tax/Service Charge paid for the original villa.

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 not be allowed entry into the villa. Exceptions to this term are made only by management, prior to your arrival dates and for infants under 2 yrs old; if sleeping in a baby crib and not occupying one of the villa's beds.

QUIET ENJOYMENT AND PARTIES: Caribbean Villas wishes 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 at the villas. Guests shall be sufficiently quiet and peaceful, so as not to disturb other residents of the neighborhood.

RATES AND PRINTING ERRORS: Caribbean Villas is not responsible for printing errors and inadvertent omissions. All rates and villa details are subject to change without prior notice.

CHECK IN TIME: St. John – 3:00 p.m. and forward. **CHECK-OUT TIME:** 10:00 a.m. sharp. **PETS:** No pets of any kind are allowed in or on the villa premises. A pet or evidence of a pet found on the villa premises will cause immediate eviction and forfeiture of Guest's entire rent and deposit.

ARRIVALS: For St. John there is one complimentary arrival that brings the arriving guests to the vehicle rental to pick up their reserved vehicle and then escorts the party to their villa. For 8pm -12 midnight arrivals there is a \$50 check-in fee. You may schedule additional arrivals as needed for \$75 per arrival. Please note: If we do not have your arrival information 60 days prior to your check-in, there will be a \$50 charge applied to your security deposit.

CABLE TELEVISION: For St. John, most of the homes have expanded cable, with a few exceptions. Occasionally there is a problem with the cable television service. Caribbean Villas does not have any control over the cable service and repairs are currently taking between 8-14 days to complete.

PHONE SERVICE: ALL LONG DISTANCE PHONE CALLS ARE RESTRICTED. We ask all guests to use a calling card to make long distance phone calls. Local calls are free. Occasionally there is a problem with the telephone lines for the villa and condo rentals. Caribbean Villas does not have any control over the telephone company and repairs are currently taking up to 30 days to complete. Rapture and Kalorama only have cell phone service.

CELL PHONE USAGE ALONG THE NORTH SHORE: If you use your cell phone on the north side of the island there is a good chance you will pick up the cell tower on Tortola (British Virgin Islands). If this happens you will be charged for an international call on your cell phone plan. **DRUGS AND**

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

VILLA, SAFE AND GATE KEYS: Caribbean Villas shall charge Guests \$175 for each set of lost or mishandled keys; gate remote controls will be charged at replacement cost. Guest is required to follow all instructions precisely on where to leave your villa keys and gate remote controls when you depart—call if you are unsure!

CONSERVING ELECTRICITY: Due to the cost of electricity doubling, the air-conditioning in our villas/condos will not be turned on when you are checked into your property. At check-in, our staff will be happy to show you how to turn the systems on and off, should you decide to use the air-conditioning. We are requesting that you turn the air-conditioning off in all rooms when not at the villa. It does not take long to cool a room down when you return to the villa. We understand this is your vacation and we want it to be enjoyable and relaxing. Anything you are willing to do will be appreciated in conserving your electrical usage.

SMOKING: All Villas are non-smoking. Guests will be fined \$200 for smoking violations. **GARBAGE REMOVAL:** Guests are responsible for removal of all trash from their villa. A \$75 fee will be applied to guest's security deposit if rental agent is required to remove trash left behind. There are numerous dumpsters throughout the island for your use.

CABLE/INTERNET/TELEPHONE/ELECTRICITY: In the Virgin Islands these services may be interrupted. If an interruption occurs the rental manager will report the problem, but we have no control over service repairs. There will be no rental refunds due to the interruption of these services. **Internet Service:** The internet service is subject to frequent interruption. We cannot guarantee internet quality or speed. Renters might find it convenient to travel with a cellular carrier MiFi – a couple of examples are AT&T and Virgin Mobile

DRONES: No drones are allowed to be flown from the villas and/or surrounding areas on St. John