



Caribbean Villas of St. John
 89 Mussey Road Suite 103
 Scarborough, ME 04074
 Call: 800.338.0987
 Email: info@caribbeanvilla.com

Guest Contract

A completed Guest Contract is required on all reservations, and all pages must be returned with your initial payment.

Please Complete: Your confirmation number is located in the First Confirmation email we sent after your reservation was confirmed.

Confirmation Number: _____

Villa Name: _____

Name: _____

Arrival Date: _____

Cell Phone Number: _____

Departure Date: _____

Flight Information: If you have made arrangements, please share your flight information to and from the St. Thomas (STT) airport.

Arrival Time & Airline/Flight Number: _____

Departure Time & Airline/Flight Number: _____

Bed Configuration: Please indicate how you want the beds configured here if applicable. A \$100 fee will be charged to your damage deposit if you request a bed change upon or after arrival.

King _____ / Twins _____

Arrival Day: Please indicate if you would like a Greeter to meet you at the St. John dock or if you prefer to be a self-check-in. Not indicating will result in a self-check-in, and no Greeter will be scheduled for your arrival. ****Villas Excluded from Self-check-in are Dream Come True, Exotic View, Ilios, Oleander and Palm Villa.**

GREETER _____

SELF _____

Where are you staying if you arrive earlier than your stay with us? _____

Who are you renting your jeep through? _____

Have you stayed with Caribbean Villas before? _____

Short-Term Rental Agreement

This Short Term Rental Agreement is made by and between Caribbean Villas of St John and GUEST as set forth on the signature page of this agreement. For sound & valuable consideration, the sufficiency of which is acknowledged, the parties hereby agree as follows:

Cable/Internet/Phone/Electricity: These services are frequently interrupted in the USVI. If this occurs, please know that the response time may be longer than usual. 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.

Check-In & Check-Out: Check-In Time is 4:00 pm. Check-out time is 10:00 am. ****We appreciate your patience if housekeeping is still prepping the villa when you check in.** No early Check-Ins or Late Check-Outs will be allowed as housekeepers need additional time to prepare the villa/condo between guests' arrivals/departures.

Complimentary Check-in: One complimentary check-in per party (transportation not included) 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.**

Drones: Drones cannot be flown from villas or surrounding areas on St. John.

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

Hot Tubs: There are no refunds for malfunctioning hot tubs.

Lost Keys (Villa, Gate, & Jeep): If a villa or gate key is lost or misplaced, a \$175 fee per key and a \$600 fee per key will be charged to the guests' security deposit.

Maintenance/Complaints: No refunds will be considered unless the problem has been reported during your stay at the villa.

Personal Effects: The Villa Owner, manager & rental agent is not responsible for the Guest's belongings that are lost, stolen, or left behind — a \$25 - \$75 retrieval fee plus shipping to return items.

Power Outage: DO NOT USE WATER DURING A POWER OUTAGE and report immediately to the St. John office. Using water causes the power to automatically shut off when it is restored.

Smoking/Drugs: Smoking is not allowed on property grounds or rental vehicles, and no illegal drug use or possession is allowed on any property. Guests will be fined up to \$200 for smoking violations.

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 full refund.

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. The guests are responsible for covering themselves if they need to cancel or change their vacation plans.

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.

Villa Security: A safe is provided for you to use to protect your belongings. There is a \$50 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.

____ **Please Initial.** Cancellation Policy: All payments/reservations are non-refundable/non-changeable. Should you be forced to cancel/change for ANY reason, you must file a claim with the travel insurance company you purchased through. If you did not purchase trip insurance, you are forced to cancel for ANY reason, and a replacement rental equal to the full contracted rental rate is obtained; your payment will be refunded, less 20% of the complete rental rate. Caribbean Villas makes every effort to represent our villas accurately and completely online and through all communications. If the guest is disappointed or unsatisfied with a property due to descriptions noted on websites or differences in taste according to decor, accommodation, location, or any other reason and declines to stay at the rental property, this will be considered a cancellation; no rent reduction or refund will be issued.

____ **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: The guest agrees to indemnify and hold the owner, manager, and rental agent harmless from any claims or causes of actions arising from the rental and occupancy of the residence by the Guest or invitees. The owner, Manager, and rental agent assume no responsibility for insurance; the residence is locked and secured, and the guest's belongings are secured in the safes. Guest further acknowledges they will exercise extreme caution regarding the pools, decks, railings, walkways, staircases, shoreline, driveway, courtyard, and road, and 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.

A damage deposit is required for all rental villas/condos. The required damage deposit will be given when your reservation is made. The damage deposit on the villa/condo (\$500 - \$1500), depending on the villa/condo, requires a Visa/MasterCard number and signature. The damage deposit will be authorized 2-10 days before your arrival. **This is NOT for your villa/condo payment.** If your villa requires a prepaid damage deposit, we still need a Visa/MasterCard number on file. We will not process an authorization to your card if the damage deposit is prepaid.

By signing below, I agree I have read the above & accept the conditions of the cancellation policy, procedures, rental policy & liability releases stated above, with or without my initials, in addition to the Caribbean Villas Reservation & Terms & Conditions Policies set forth on our website - www.caribbeanvilla.com. The guest assumes any and all risks posed to the guest when entering the villa.

Name on card: _____

Visa/MC Credit Card: _____

Exp. Date: _____ CVV: _____

Street Address: _____

City, State, Zip: _____

Signature: _____

Date: _____

A VISA or MASTERCARD (no debit cards) on file is required for all reservations.

Caribbean Villas & Resorts Mgt Co. 89 Mussey Road, Suite 103, Scarborough, ME 04074
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Jeep Rental Companies on St. John

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

Company Name	Phone Number	Email	Website	Book Online
St. John Car Rental	340-776-6103		https://www.stjohncarrental.com/	Yes
Aqua Blu	340-776-2782		https://aquablucarrental.com/	Yes
Mr. Pipers Jeeps	340-693-7580	info@mrpipersjeeps.com	https://mrpipersjeeps.com/	Yes
Courtesy Car Rental	340-776-6650	info@courtesycarrental.com	https://courtesycarrental.com/	Yes
Sunshine Jeep Rental	340-690-1786	info@sunshinejeeprental.com	https://www.sunshinesjeeprental.com/	No
L&L Car Rental	340-776-1120		https://www.bookajeep.com/	Yes
Conrad Suttons	340-776-6479	info@conradcars.com	https://www.conradcars.com/	Yes

These are a few of the local jeep rental companies in St. John. We have additional phone numbers for more companies if you want 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. Also, please thoroughly read the terms and conditions.

Upon leaving the beaches, please keep as much sand out of the jeep as possible. Some companies will charge a fee if the vehicle has excessive sand when you return it.