



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 in the First Confirmation email we sent after your reservation was confirmed.

Confirmation Number: _____

Villa Name: _____

Name: _____

Arrival Date: _____

Cell Phone Number: _____

Departure Date: _____

Number of Adults: _____ Number of Children under 4: _____

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 _____

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/Satellite/Streaming: For St. John, most homes have changed their service to Streaming only with your personal account. A few exceptions exist, and the house has cable TV or satellite service. Occasionally, there is a problem with the internet, cable TV, and satellite services. Caribbean Villas has no control over these services, and repairs take 8-14 days to complete. 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: 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 & Virgin Mobile.

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.

Furnishings: All villas are fully furnished, including ample bed linens and towels for Guests' use. Rearranging furniture or removing any items from the villa are prohibited.

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. There are no refunds for power outages.

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: We highly recommend that guests purchase travel insurance to protect their financial liability if they need to cancel/change their reservation. Covered trip cancellation/interruption events include sickness, canceled flights due to inclement weather, injury, acts of god, etc. Please verify all terms of coverage with [Red Sky Insurance](#). You may purchase travel insurance for your vacation up to your final payment date. You are not able to add travel insurance after your final payment. Caribbean Villas of St John is not responsible for refunding guests should they change or cancel their reservation.

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.

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. I agree that the credit card listed below may be used with my permission to pay for the reservation and will also be kept on file to cover any accidental damages exceeding \$500. I understand that a convenience fee will be charged for all credit card transactions.

Please check your preferred payment option:

Please process payment with my credit card on file.

I will mail a check for the villa payment.

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 of St. John
89 Mussey Road, Suite 103
Scarborough, ME 04074
Office: 800-338-0987
Fax: 207-510-6308

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@sunshinesjeeprental.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.