

ChocoCruz

A Revitalizing Blend of Chocolate Hole & Great Cruz Bay
On beautiful St. John, US Virgin Islands

Rental Policy Agreement

ChocoCruz Office: **203 481-8945** 10:00 am – 5:00 pm Monday through Friday

This villa is privately owned. It is expected that guests will treat it with utmost respect for the benefit of the owner, neighbors, and future renters.

ChocoCruz does everything within its power to be sure that the villa is in full working order when you arrive. Please note that we have no control over the electric, phone, or cable TV companies. We expect you to call the manager if there are any problems, and we will make every attempt to have them remedied in a timely manner. No refund or rate adjustment will be given for unforeseen failures/interruptions of these services.

Cancellation Policy If you cancel your reservation, your total rental charges will be forfeited unless we are able to re-rent the villa, at which time your deposit will be refunded minus a 20% handling charge. Guests are encouraged to purchase travelers insurance, especially when traveling during the July to November hurricane season. Our wonderful location does put us at some risk for hurricanes. Guests may need to be evacuated for their safety. ChocoCruz is not responsible for airline charges, the cost of alternate accommodations or cancellation fees, and no refunds/adjustments will be offered in this event.

Check-in / check-out Check-in is at 4:00 pm and check-out is at 10:00 am sharp. Prior to your arrival you will be contacted regarding a greeting time and location to meet your greeter.

Conserving Electricity In order to conserve electricity the air-conditioning in our villa will not be turned on when you check in. At check-in, the greeter will show you how to turn the systems on and off should you decide to use the air-conditioning. We request 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, however anything you are willing to do toward conserving electricity will be appreciated.

Damage Deposit We require a \$500 refundable Damage Deposit for all reservations. If damage occurs during your stay, guests must notify the ChocoCruz office immediately. Theft or damage of any property owned by, or brought onto the premises by a

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guest, is not covered by this deposit. If malicious or intentional guest damage occurs, the guest will reimburse owner the full replacement cost and attorney's fees. The damage deposit is fully refundable within 60 days of your departure, provided there is no breakage, damage, missing items, or other charges incurred before, during, or after your stay. All normal utilities (except long-distance phone calls or careless or extremely excessive use of the villa's water supply) are included in your rental price. You hereby agree to pay the owner of the 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.

Furnishings Our villa is fully furnished and equipped with linens, beach towels, beach chairs, coolers, kitchen cookware and utensils, etc. We kindly ask that you not rearrange the furniture or cabinets.

Garbage Removal Guests are expected to remove their garbage from the villa and take it to the nearest dumpster daily. Your greeter will point this out to you during your orientation. This is a necessary part of living in the tropics. Failure to remove garbage upon departure will result in a minimum \$50 charge to the guest.

Greeter Please be sure to call the manager as described to finalize instructions about where and when you will meet your greeter, otherwise, she may not be there to meet you. If your flight is delayed or you have to wait for lost luggage, let your greeter know you will be delayed. You will be given the name and telephone number of your greeter at the time of confirmation of your rental application. Our greeter is a hardworking local who wants to ensure that you have a wonderful time on St. John. If you feel they have done a great job, tipping is appropriate and greatly appreciated, but never required.

Guests We do not rent to more people than the villa has beds.

Keys ChocoCruz shall charge guests \$75 for each set of lost or mishandled keys. Guest's are required to follow all instructions precisely on where to leave the villa keys when you depart.

Maid Service The villa is cleaned before your arrival. Additional maid service is available if booked and paid for in advance: Rates start at \$20/hour with a 3-hour minimum.

Parties / Caterers Any party or gathering of more than 12 people MUST be approved in advance by the owner. All caterers or party coordinators working in the villa must be fully licensed and insured.

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Personal Property Guests are advised that personal items lost or stolen are not the responsibility of the owner. Guests will have a set of keys and will be solely responsible for locking of the home and the safekeeping of their personal valuables during their visit. The owner assumes no responsibility for insuring that the residence is locked and secured during the period of occupation by guests. In addition, the owner shall be held harmless from all claims or causes of actions arising from the rental and occupation of the residence by guest.

There is a safe that is available for your use.

ChocoCruz assumes no responsibility for guest's personal effects left behind, forgotten, or lost at the villa. We will do our best to search for, retrieve and return any missing items as soon as possible after notification. If items are found, there is a \$25 retrieval and mailing fee. For large items, we may need additional postage to return your items to you.

Pets Pets are not permitted at the villa.

Problem Notification It is the guests' responsibility to notify the manager of any problems encountered during your stay immediately upon discovery.

Quiet Time Guests are advised that noise travels easily, and that it is important to be respectful of others at all times. There is a noise curfew at 10:00 pm in all residential areas and all guests are expected to comply with this rule.

Service and Repairs We reserve the right to enter the premises when the property or systems are in need of repair. No refunds will be made for minor guest inconvenience. ChocoCruz will use every effort to expedite parts replacement and schedule repair work to minimize disruptions for guests, however, please be aware that repairs or replacements on St John may take longer than normal, due to that fact that with a small Island it is not always possible to get a repair man quickly, and parts may need to be shipped in.

Smoking Smoking is not permitted inside of the villa. There is a penalty of up to \$150/day (plus the cost of cleaning the house) for smoking inside. Smoking is permitted outside the villa.

Tax Villa rental is subject to the 10% U. S. Virgin Islands Room Tax.

Telephone Calls All local calls in the villa are free. Any extra phone charges including long distance calls will be deducted from your security deposit. Bring a calling card with an 800-access number for long distance use. Cell phones usually work here but the service is not as reliable as on the mainland. Call your service provider and confirm they provide service (and if there are additional roaming charges) on St. John, before leaving home!

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Travel Documents

At this time, a United States passport is not required for US citizens to travel from the US mainland directly to and from the US Virgin Islands. However, you will need at least a birth certificate and government issued identification. Everyone must pass through customs on the return to the mainland. Visit the US Passport office (<http://travel.state.gov>) for more information and up to the minute changes. Please verify boarding requirements with your airline. It's not a bad idea to carry your passport even if you do not expect to leave the island – you never know when you might decide to visit one of the British Virgins!

Please initial each of these four pages, and sign this page. Mail them back to us with your signed rental application, a copy of your drivers license, and your payment.

I have read this Rental Policy Agreement for the villa ChocoCruz, and agree to abide by it.

Signature

Date

Thank you again for visiting us – we hope to see you back again in the future.

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