GENERAL RENTAL TERMS & CONDITIONS

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1 – RENTING

Bookings are made with Down Island Ltd as agents for the owner of the property, at the prices indicated on the price list which accompanies the property information. Prices are expressed in US$ (United States Dollars) and are for 2 persons. There is an extra charge for additional adults and children 2 – 12 years. We do not charge for children under 2 years.

2 – SERVICE CHARGE

There is a 10% service charge added to all our property rentals. This covers taxis to and from your property, your housekeeper at the property to welcome you and show you how everything works and our 24 hour help line.

3 – PAYMENT PROCEDURES

Once the property availability is confirmed you will be requested to pay 25% of the rental amount which will include the 10% service charge. The remaining balance is due 30 days prior to the date of your arrival. For reservations made less than 30 days before your arrival the full rental amount (100%) is due at the time of booking.

The booking deposit is required in EC$ (Eastern Caribbean Dollars). The exchange rate we use for our accounting purposes is US$1.00 = EC$2.68. The deposit is generally taken by credit card (Visa, MasterCard or American Express) If you prefer to make a bank transfer in EC$ please ask for details. All bank charges are at the client’s expense. To expedite the booking a copy of the bank transfer should be sent to us by email.

4 – CANCELLATION POLICY

If you cancel within 60 days of your arrival date your deposit will be forfeited. Otherwise, we refund less a 15% administrative charge. In certain circumstances we will hold your deposit until you are able to rearrange your visit.

5 – MINIMUM RENTAL PERIOD & SEASONS

There is a minimum rental period of 3 nights during the low season (April 16th – December 15th) this does not apply to all properties so please ask. During the high season (December 16th – April 15th) the minimum rental period is subject to availability.

6 – CHECK-IN & CHECK-OUT

We are totally flexible with check-in and check-out procedures. You may check-in and check-out on any day of the week and at any time.

7 – NUMBER OF PERSONS

The number of persons (adults and children) staying at a property must not exceed the number of sleeping places indicated in the property information except in the case of infants (0 – 2 years old), or the number of persons who have been paid for and whose name appears on our Guest Registration Form.

8 – SUPERVISION OF CHILDREN & SWIMMING POOLS

Children are to be supervised at all times, especially around the swimming pool and the Clients take full responsibility for the safety of any children.  The use of the pool is at the Client’s risk. Diving into the pool is forbidden as is taking any glasses or bottles into the pool. Plastic glasses are provided for use in the pool.

9 – CLEANING – MAINTENANCE – AIR CONDITIONING & FANS

The properties will be handed over clean and tidy and in good working order. Housekeeping service is included at least once a week and, in some cases, twice. Please check the property description. The office will let you know which day/s this has been scheduled for. Given the situation regarding energy supply we kindly ask that you switch off all a/c units, fans, and lights when you leave a property or are not using the room/area where these are located. There will be some basic household supplies in the property to start you off, but you are responsible for purchasing more if required. The gardener and pool maintenance man may need to access the property for essential maintenance. Our office will make an appointment for this work if necessary.

10 – RESPECTING THE PROPERTY

The owners of our properties trust that you will respect their home and the immediate environment. They do not wish to have live music or large noisy parties in them. Due to our beautiful tropical climate and the openness of the properties sound travels very easily. If you wish to play music, please be respectful of your neighbors and keep the volume down. We reserve the right to charge you for any breakages or damage that occurs during your stay. We are not concerned with minor breakages such as an occasional dish or glass etc, but where the damage or loss is substantial e.g. appliances, televisions, doors, furniture, mosquito screens, sanitary ware, linens, towels, drinks spilt over soft furnishings etc., you will be liable for the replacement costs. Replacement costs are expensive as we live on a small island, goods must be air freighted in from Europe or the USA. Shipping costs are expensive and local import duties are high. Please note our soft furnishing, linens and towels can be seriously damaged by careless use of sun protection creams/sprays and we ask that you are especially careful with lotions and creams that you apply to your body.

11 – SMOKING

Smoking is not permitted inside any of our properties. We ask that you dispose of stubs responsibly if smoking outside.

12 – INSURANCE

We recommend that you take out adequate travel insurance, including cover for medical treatment, accidents and repatriation, and holiday cancellation and curtailment. It is your responsibility that you arrange, or ensure your party have appropriate comprehensive travel insurance. This should include cover for illness, personal injury and travel delay/cancellation. We assume that such a policy is in force before you depart. There are no refunds for late arrivals, early departures, weather dictating or trip cancellation, or trip interruption.

13 – OUR RESPONSIBILITY

We are responsible for providing the services listed on our website, where it is within our control. We carefully and regularly monitor our properties. Down Island Ltd cannot guarantee that all items listed on our website will always be functional, however all endeavors will be made to rectify any problems as soon as we possibly can.

14 – YOUR RESPONSIBILITY

You understand that by completing your booking and paying a deposit you are subject the above terms and conditions.