



VILLA SUSANNA POLICIES

Red Sunset
Red Sunset Avenue
Marigot Bay, Castries
Saint Lucia, West Indies

This agreement needs to be signed and given back before the arrival to Villa Susanna.

Guests are represented by: _____

Vacation dates: from ____ / ____ / ____ to ____ / ____ / ____

Location: Villa Susanna, Marigot Bay, Castries (Saint Lucia)

The representative confirms that all guests agree with terms and conditions specified below:

Staff included in the rates:

- Housekeeper(s) – 7 days a week – 8.30am to 3.30pm
- House and pool man
- Boat skipper
- Gardeners
- Cook – 5 days a week – 8am to 3pm (breakfast and lunch) for 7 days rental or more
– 3 days a week – 8am to 3pm (breakfast and lunch) for 5/6 days rental

From Monday to Friday

Whenever wished to switch breakfast and lunches to the weekend, instead than during the week, please directly refer to the Cook when at the Villa.

If required to cook and serve dinner, as well as weekends meals, additional US\$ 150 per meal will be charged to the Guests.

Extra meals shall be paid directly to the Cook

If requested, a complimentary non-served meal (fixed menu) will be prepared for the arrival day (i.e: Tossed salad, Chicken&rice, mixed vegetabables)

In case, alternatively, a full served dinner for the arrival day is requested, above rates are applied.

Food at Guests charge.

Children of under 12 years are welcome and parents are kindly requested to sign a waiver (attached).

A US\$3,000 damages deposit is required to be transferred at balance payment, until advise that the rental has been completed successfully without any damage or breakages on property.

It will be hold and refunded within 10 days after departure.



Personal **laundry** washing and ironing are not included in the rates. However, some occasional washing and ironing can be performed. In such a case a tip to the house-keeper is gently recommended.

Please note that our **housekeepers are not trained nannies** and should not be expected to look after and/or babysit infants and children. If babysitting arrangements are made with the staff, this is at guests own risk.

This property is a **non smoking property**. External areas ONLY may be utilised for the smoking of cigarettes / cigars. Also if any illegal substances are located or found on the property the result will be immediate eviction and charges may be levied against you.

Check in is at 3 pm and check out is at 12 noon. Late check outs can be accepted upon request, subject to availability, and depending on possible next Guests arrival.

All **damages and/ or missing items** will be charged to the to the guests representative.
All charges are to be settled prior to departure.

Remark: Bedroom cottages are spread in the garden, separated from the main house and are reached by some steps; please be sure that this does not create any trouble to elder people, or people with mobility difficulties.

A queen bedroom is located at the main house level, at this purpose.
Anyway the Villa is not recommended for people using wheelchair.

No pets are allowed at the property.

All bookings are subject to a **25% non refundable deposit** required to confirm a reservation and the balance is due **45** days prior to arrival.

For **Christmas / New Years bookings**, a **50% Non refundable deposit** is required and the balance is due 60 days prior to arrival.

We strongly recommend that you take out a **travel insurance** to cover you in the eventuality of a cancellation.

Please note that villas are for the **exclusive use of resident guests only**.

Any **extra guests must be pre-advised** and pre-arranged through Villa Susanna Management.

In case of **weddings** celebration at the Villa rates do not change but a fee of 50\$ per person not resident at the Villa will be charged.

For **weddings organization** and catering we sincerely recommend to refer to the agreed Wedding Agency: Awesome Caribbean Weddings (email: talktous@awesomecaribbeanwedding.com)



MOTORBOAT:

A 33FT speed boat is offered to the Villa Guets, twice a week (Tue and Thu) for 7 days rental or more, once in case of 5/6 days rental.
The boat has two 275 HP engines with cabin and shower. It can only be used under the captaincy of our Skipper and guests are requested to pay for the gas.
The boat will be filled at the beginning of the trip at the expense of the owners, and it will be then refilled at the end of the day .
Guests will pay for the gas at that time in cash or credit card to the gas station.
Guests use this benefit at their own risk.
Max Crew: 10 persons skipper included

WATER SPORT ACTIVITIES:

At close-by Marigot Bay, at the worldwide reputed Lasbas Beach, a Water Sport Activity hut is located.
Villa Susanna Guests are entitled to complimentary use of beach chairs (max 10) and free of charge enjoyment of all sport equipments.

REMARK: 5XCD/pp are requested by the Ferry to Cross the bay.

Date: ____ / ____ / ____

Signature: _____

