VILLA SUSANNA POLICIES
Red Sunset Avenue
Marigot Bay, Castries
Saint Lucia, West Indies

Please sign and return this policy document prior to your arrival at Villa Susanna.

Guests are represented by: _____

Vacation Period: from _____ / _____ / _____ to _____ / _____ / _____

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

The representative confirms that all guests understand and agree to the following terms and conditions:
Staff included in the rate:

- Housekeeper(s) - 7 days a week from 8:30am to 3:30pm
- House and pool man
- Boat skipper
- Gardeners
- Cook - 6 days a week (Monday to Saturday) from 8am to 3pm (breakfast and lunch)

If the Cook is required to prepare and serve dinner or Sunday meals, an additional fee will be charged. Extra cook service charges must be **paid in cash** directly to the Cook.

A complimentary cook service is available for the arrival day if requested. A non-served meal consisting of vegetables, tossed salad, rice and chicken/fish will be prepared. If an alternative menu is requested, the charge will apply. Guests are responsible for providing all food and beverages.

Laundering and ironing of personal garments is not included in the rate. However, this service can be provided on occasion. In such a case, a tip to the Housekeeper is recommended.

Children under 12 years are welcome. Parents are kindly asked to sign the attached waiver. 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 the guests' own risk.

This property is a non-smoking property. ONLY external areas may be used for the smoking of cigarettes/ cigars. If any illegal substances are located or found on the property, this will result in immediate eviction and charges may be levied against you.

Check-in is at 3pm and check-out is at 12 noon. A late check-out may be granted upon request and is subject to availability.

All damaged and/ or missing furnishings or structures will be charged to the to the guests' representative.
All charges are to be settled prior to departure.

A US$3,000 damage deposit is required, to be transferred at payment of the balance. This will be held and refunded within 10 days after your departure, provided no damage to the property and its furnishings occurs and all incidental charges are paid.

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 elderly people, or persons with limited mobility. A queen bedroom is located at the main house level, to reduce the difficulty that such persons may experience.

Please note that Villa Susanna is not recommended for people using wheelchairs.

No pets are allowed at the property.

All bookings, with the exception of Christmas/New Years, are subject to a 25% non-refundable deposit required to confirm a reservation. The balance is due 45 days prior to arrival. For Christmas / New Years, a 50% non-refundable deposit is required, with the balance due 60 days prior to arrival. We strongly recommend that you acquire travel insurance to cover you in the eventuality of a cancellation.

Please note that Villa Susanna is for the exclusive use of resident guests only. Any additional guests must be pre-advised and pre-arranged through Villa Susanna Management.

In the case of weddings or other celebrations at the Villa, there will be no change to the nightly rate, however a fee of US$ 60 per non-resident guest will apply.

For wedding organization and catering we recommend our preferred Wedding Agency:
Awesome Caribbean Weddings (email: talktous@awesomecaribbeanwedding.com)

MOTORBOAT:

A 33FT speed boat is offered free of charge to guests of Villa Susanna, twice a week for bookings of 7 nights or more, and once for a 5 or 6 night booking. The boat has two 300 HP engines, a cabin and shower. It can only be used under the captaincy of our Skipper and guests are responsible for paying for the fuel and the Skipper.

The boat will be filled at the beginning of the trip at the expense of the owners, and it will be then be refilled at the end of the day. Guests will pay for the fuel at that time in cash or credit card to the station, and will pay the Skipper in cash directly.

Use of the boat is at the guests' own risk. Signing of the attached release form is required prior to use of the boat. Max Crew: 10 persons including skipper

WATER SPORT ACTIVITIES:

A Watersports Hut is located at the Labas Beach in Marigot Bay.

Villa Susanna Guests are entitled to complimentary use of beach chairs (max 10) and free enjoyment of all watersports equipment.

Date: _____ / _____ / _____ Signature: _____