

# Coconuts and Plumeria Terms and Conditions

Thank you for choosing to reserve a stay at one of our villas. We are sure that you will have a wonderful vacation on St. John. Please review our Terms and Conditions, listed below:

**Payment terms:** Once you contact us and make a reservation, your stay will be blocked out in our villa availability calendars. For stays less than three months in advance, the entire rental charge is due upon booking. For stays more than three months in advance, a deposit, equal to 50% of the sum of the cost of your stay (including the 12.5 % Virgin Islands Hotel Tax), is due upon booking. The remaining 50% payment balance is due 60 days before your arrival. If you are booking directly with us, you can either mail us a check at the address below, or pay using a credit card via PayPal (3% surcharge). If you are booking via VRBO/HomeAway, your options are either to use an eCheck (preferred, and free to both parties), or a credit card. Reservations will be cancelled, and the blocked time released, if your deposit is not made within two days (VRBO eCheck, credit card, or PayPal), or within five days if you are mailing a check. For a check by mail, make it out to Danielle McCarthy, and mail it to:

Danielle McCarthy  
P.O. Box 212  
Plaistow, NH 03865

Your sending of the deposit confirms your acceptance of the terms and conditions listed in this document, and constitutes a binding agreement.

**Short stay premium:** Stays of longer than seven days will be pro-rated, with the daily rate simply equal to the weekly rate / 7. Stays of less than seven days will incur a 10% surcharge for each day less than seven; for example, six days will result in a 10% surcharge, five days a 20% surcharge, etc. These surcharges are waived if the villa is rented both immediately before and after your stay.

**Cancellation policy:** Cancellations more than 120 days before your arrival will be assessed a 20% cancellation charge. For cancellations between 120 and 60 days before your arrival, the cancellation charge will be 50%. For cancellations within 60 days of your arrival, the cancellation charge is 100%. All cancellations must be made via email, to: [k+d@cocoplum.vi](mailto:k+d@cocoplum.vi).

**Housekeeping:** The villa will have been cleaned upon your arrival, but maid service during your stay is not included. We provide bath and beach towels, linens, hand soap, hair dryers, an iron and an ironing board, as well as a washer and dryer, with enough laundry detergent for a few loads. You supply any subsequent detergent, as well as shampoo. We keep a bin with surplus suntan lotion, so you may wish to check this before purchasing any.

**Arrival:** Guests have the option of being met at the ferry dock, the car barge, a food market, or the villa. For all but first-time visitors arriving after dark, we encourage you to meet your greeter at the villa. This allows you to pick up your rental vehicle and go shopping for groceries before heading up to the villa. We will email you our Guest Contact Info form a few weeks before your arrival to obtain flight information, cell phone numbers, etc., which we will share with your greeter.

**Keys:** Two sets of keys will be given to you upon arrival by the greeter. Leave them on the kitchen counter and lock the doors behind you when you depart.

**Check in / Check out times:** Check in time is 3 PM, and check out time is 10 AM. Advance approval is required for any exceptions.

**Number of guests:** The weekly rate at each villa varies with the number of guests, and any guests above the agreed upon number will be grounds for cancellation of your stay without refund.

**Electrical, cable, phone, and internet outages:** While service on St. John continues to improve, we cannot be responsible for, and will not provide refunds for any interruption in electrical, cable, phone, or internet service.

**Phones:** Phone service at Coconuts and Plumeria has been upgraded to allow both local calls and unlimited free calling to the mainland US.

**Smoking:** Coconuts and Plumeria are non-smoking villas.

**Garbage:** Please dispose of your garbage daily, in the waste bin just to the south of the villas along the Giff Hill Road. On the morning of your departure, please make sure that the fridge is empty, and that the dishes are washed. The housekeeper has a lot to do in a limited amount of time, so please don't add to her workload.

**Security:** Guests must lock all doors whenever they leave the villa. The closets of both lower bedrooms have safes for guest valuables. Coconuts and Plumeria are in a safe residential neighborhood, and we have never had an incident of guest's belongings being stolen.

**Conserving electricity:** Electricity rates on St. John are four times higher than on the mainland, so please try to conserve electricity whenever possible. In particular, turn off any air conditioners whenever you are out, and be sure to keep the spa cover closed whenever it is not in use. Consider using the clotheslines by the pool instead of running the dryer.

**Pets:** No pets are allowed at either Coconuts or Plumeria.

**Quiet enjoyment:** Please be considerate of our neighbors, and set music volumes accordingly. Outdoor music must be turned off by 9 PM. No loud parties are allowed, and prior approval is required for any parties at the villa with invited guests, wedding receptions, etc.

**Hurricanes:** Tropical storms and hurricanes are possible during the hurricane season (technically June 1st to November 30th, with the most likely months being August and September). As we saw in 2017, hurricanes have the potential to seriously disrupt both our island infrastructure and our villas, and can impact guests booking well outside of hurricane season. Please take the time to carefully read our Coconuts & Plumeria Hurricane Policy for full details on hurricanes and trip insurance. Your sending us a deposit constitutes a binding agreement, and confirms your acceptance of the hurricane-related terms and conditions listed in our Hurricane Policy document.

**Damage:** We do not assess a security deposit; however, guests are expected to report any damage.

**Malfunctions:** We will do our best to ensure that the systems within our villas work, but things can break down. We will attempt to have any issues repaired. Malfunction of a villa system will not be grounds for a refund. If you experience an issue, please email us at: [k+d@cocoplum.vi](mailto:k+d@cocoplum.vi).

**Access to villa:** During your stay, landscaping and pool maintenance staff may arrive. They will always knock and identify themselves, and with the exception of a monthly insect control visit, will not require access to any rooms within the villa.