

# Coconuts and Plumeria Tropical Storm Policy

Hi, and thanks again for choosing to stay at Coconuts and/or Plumeria. Since your stay falls within the Virgin Islands' storm season, we felt that it was worth reiterating our tropical storm policy.

The tropical storm season technically runs from June through November, but the practical fact is that most Atlantic storms cluster into the months of August and September. The good news is that the Atlantic is vast, and both the eye of any storm and the island of St. John are very small, so the odds of a direct or nearly direct hit by a major storm are very low. Minor storms and distant misses are much more likely during these months, and these usually pass by unnoticed, or involve little more than short bouts of cistern replenishing rain. Storms also move through the territory quickly; we will often have sunny days immediately before and after a storm passes. Our last major storms were Hurricane Otto, in 1996, and Hurricane Marilyn, in 1995, both nearly twenty years ago. Nevertheless, we have to be prepared for major storms, and we have detailed plans in place to address them should they occur.

While we allow guests to stay at the villa through minor storms or distant misses, we cannot do so for major storms that directly threaten the Virgin Islands, and might compromise your safety. While the odds of a major storm making landfall in the VI are very low, we need to explain our contingency plans should the forecast models tighten to show the strong likelihood of a direct or near hit by a major storm. Fortunately, current satellite monitoring and forecast models provide plenty of advance notice of approaching storms, from their formation off the coast of Africa ten or more days out.

Should any storm appear likely to threaten the VI, we will be in direct contact with you several days ahead of time to make sure that you are aware of the storm. Excellent web sites to follow storm development include the following:

[www.nhc.noaa.gov](http://www.nhc.noaa.gov) The National Weather Service's National Hurricane Center

[www.wunderground.com/hurricane/?index\\_region=at](http://www.wunderground.com/hurricane/?index_region=at) Weather Underground, with Jeff Master's blog

[http://images.intellicast.com/WxlImages/SatelliteLoop/hiatsat\\_None\\_anim.gif](http://images.intellicast.com/WxlImages/SatelliteLoop/hiatsat_None_anim.gif) 24 hour satellite loop

In the event that forecast models tighten to show a large storm headed towards or very close to St. John, we will make the call to shutter the villa, and will require that guests either depart the VI ahead of the storm, or cancel their flights if they are still on the mainland. This call will typically be made about two days out from landfall, when ferry service and departure flights will still be widely available. It will not be possible to arrive at or remain at the villa, as we cannot be responsible for your safety. The interiors of the villa and the pool will be filled with all loose outdoor furniture, and opaque storm panels will be secured over all windows and doors. Electricity is likely to be lost, and may remain off, along with all plumbing, for an extended period. If we determine that cancellation or evacuation is necessary, your prompt cooperation is required, and no exceptions will be made.

As per Coconuts' and Plumeria's Terms and Conditions (which you agreed to at the time of booking), in the very rare event of an ordered trip cancellation or evacuation, no refunds for the villa rental charges, including deposits, will be provided. We strongly encourage guests renting during storm season to purchase trip insurance ahead of time. You have a number of options for trip insurance; we recommend CSA's trip cancellation insurance, which is available through VRBO at:

[www.vacationprotection.com](http://www.vacationprotection.com). This insurance product can be purchased at any time prior to the formal naming of a tropical storm, but be sure to confirm the policy details, as these may change.

Thank you in advance for your cooperation, and should you have any questions, don't hesitate to ask.

All the best,

Kevin and Danielle McCarthy, owners of Coconuts and Plumeria

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