

# Ravenala House

## Terms and Conditions for Villa and Room Rental

### 1. Definitions:

Ravenala House is referred to as "The Property" Clients applying to book the property are referred to as "the Tenant." The owners are referred to as "the Owner" of the property.

### 2. Booking Confirmation:

Bookings are not confirmed until the deposit is paid and confirmation has been sent by email to the Tenant by the Owner or Manager.

Bookings are also not confirmed until the owner has received a signed Booking form in which the tenant agrees to the terms & conditions.

### 3. Payment Stages:

- **Deposit Payment:**  
A 25% non-refundable deposit is required to secure the booking.
- **Balance Payment:**  
The balance is due 2 months prior to your arrival. Once paid in full the booking is non-refundable. (see cancellation policy below)

If booking within 2 months of your start date then the full rental fee is due to secure the rental.

### 4. Payment Methods:

Rates are based on a payment by Wire Transfer of funds. Payments can also be made:

- Cards Accepted-Visa, MasterCard, American Express, Discovery.
- PayPal.

Any charges raised against the owner by their bank for handling any form of payment, or charges for dishonoured cheques, or charges for overseas transfers, will be passed onto the Tenant who is liable to reimburse the owner within 7 days of notification of same.

By special arrangement with the Owner Payment is possible by cash (GBP, USD or ECD) and Travellers' cheques.

Two months before the start of the tenancy the Tenant is liable for the balance of the payment of rent plus any charges for additional services as requested by the Tenant. All payments are at that stage non-refundable.

All prices quoted include VAT and any Government Taxes where applicable at current rates. Tips are at the discretion of the Tenant for staff services and are always appreciated.

## **5. Number of persons specified to stay in the villa:**

The number of persons to stay at the property is specified in the Booking Form. It is the Tenant's responsibility to ensure this is recorded correctly at point of booking as this is the number of persons who will be enabled to stay at the property.

The Age of each person under 25 years old, who will be occupying the property during the period of the booking, must be specified on the "Booking Form" It is the Tenant's responsibility to provide this information.

Any contract is between the Tenant and the Owner, who is responsible for providing the property to the Tenant, in the appropriate condition.

## **6. Cancellation:**

The deposit and all extras are not refundable. Once we have sent confirmation of your booking the balance is due two months prior to arrival. All cancellations of bookings must be made in writing and received by the owners no later than twelve weeks prior to the rental period. If cancellation is prior to this deadline the deposit only will be forfeited or may be used against another booking within a twelve month period. If cancellation is less than 12 weeks before departure the full hire cost is to be paid, however if we are able to re-let the property we may be able to refund 75% of the total booking for the nights rebooked.

We strongly recommend that insurance be taken out against cancellation.

## **7. Arrival & Departure Times:**

Check in times are usually very relaxed and based on what suits you best. If however another Tenant is checking in or out on the same days we will advise accordingly and arrange the longest possible access to the property for you by liaising with the house staff. Please bear in mind that technically your booking commences at 3.00pm on the first day of your holiday and end at 10.00am on the day of departure to enable cleaning and preparation of the property. We can assist with luggage storage as necessary.

## **8. Pets:**

Pets are not allowed at the property.

## **9. Maid Service & Linen:**

- Bed Linen is included in the price, and beds will be made up on arrival. Sofa beds where requested will not be made up but linen will be provided.
- Maid service
- Towels and Beach Towels are included.
- Laundry services are available by arrangement with the housekeeper.

## **10. Fuel costs:**

All gas and electricity costs are included in the booking price. Properties on Bequia do not have mains water- the water is natural rain water and is treated with respect of careful usage. Please use the water as necessary- **but we urge you to not waste the water**. The property will be provided with adequate water for the rental period. If the Tenant's group usage is very high there is a risk that the tanks may need to be refilled. This is very rare as we make every effort to ensure that the tanks are sufficiently filled for the Tenants duration.

Contact the owner immediately if you believe you may have emptied the house water tank and a refill will be arranged as promptly as possible. The Tenant will bear the cost of water replacement if it is due to their over excessive consumption.

**11. Smoking:**

No Smoking inside the house.

**12. Parking:**

Any vehicle and contents are parked entirely at your own risk.

**13. Condition of Property / Inventory:**

Before you arrive the property will have been cleaned and checked. Discrepancies and any damage found should be reported within 24 hours of arrival to the owner. The property will otherwise be deemed to be satisfactory for the Tenant. Losses, damage or any cleaning necessary over and above normal servicing, will be invoiced to you on or as soon after departure as possible.

By accepting our terms and conditions you authorise us to deduct payment for these from your credit card or debit card.

**14. Website Descriptions:**

The Owners reserve the right to amend prices quoted in the website, due to errors or omissions, or changes in fuel or tax rates. The Owners take no responsibility for noise or nuisance resulting from third party activity over which they have no control. The Agent and Owner take no responsibility for the impact of natural items such as temperature, weather and native insects including mosquitos. The Tenant is responsible for ensuring the property is suitable for their needs prior to booking.

**15. Character Property:**

The property has open structured areas which have been constructed in traditional Caribbean style enabling breeze and ventilation. They obviously can be subject to windblown particles, salt air, and rain entering as well as spiders, insects etc. No guarantee can be offered against such eventualities nor any liability accepted.

**16. Damage to Property:**

The Tenant is liable for the full cost of any damage caused to or within the property during the letting. By accepting these terms and conditions you agree to us taking payment for any damages from your Credit or Debit Card up to the value of USD\$500. The Tenant acknowledges that this does not limit their liability for damages in excess of this amount. The cost of any damage will be invoiced to the Tenant on or as soon after discovery and as close to departure as possible by the Owner or their Representative.

**17. The Tenancy:**

The Tenancy confers upon the Tenants the right to occupy Ravenala House for a holiday. The Tenants agree:

- To pay for any losses or damage to the property however caused (reasonable wear and tear excepted).
- To take good care of the property and leave it in a clean and tidy condition at the end of the tenancy.
- To permit the Owner or their Manager reasonable access to the property if required.
- Not to part with possessions of the property or share it except with members of the party as shown on the booking form. In no circumstances may the number of people exceed the stipulated description.
- Not to cause an annoyance or become a nuisance to occupants of adjoining premises.
- Not to use the property for any commercial purposes, In the event of breach of these terms and conditions the Tenants may be required to leave the property during the period of the booking without compensation.

#### **18. Size & Party:**

The Tenants' right to occupy the property may be forfeited without compensation, or an additional charged levied, if:

- More people or guests than specified on the Booking Form and/or the number the Property holds, attempt to take up occupation.
- Overnight guests are entertained without the Owner's express permission.
- Any activity is undertaken which may cause unreasonable damage, noise or disturbance.

#### **19. Liability:**

The Owners do not accept liability for any accident, damage, loss, injury, expense or inconvenience whether to person or property, which the Tenants or anyone connected with the letting may incur. The Owner reserves the right to provide alternative accommodation/s or cancel owing to unforeseen circumstances beyond our control. If for any reason beyond the Owner's control the property is not available on the date booked (owing to fire or Hurricane damage for example) or the Owners deem the property as unsuitable for holiday letting, all rent and charges paid in advance by the Tenant will be refunded in full by the Owner, but the Tenants shall have no further claim against the Owner or Agent.

#### **20. Disclaimer:**

The property Ravenala House is used at your own risk. Special care must be taken by Tenants at the property where there is an elevated swimming pool, balcony, veranda, steps, smooth tiled floor area and elevated terrace which are used at your own risk. Parents should ensure that their children are supervised in such areas at all times.

#### **21. Safety & Security:**

The personal safety of the tenants and their possessions is their own responsibility. St Vincent & The Grenadines offer an idyllic pace of life - but crime does still sometimes occur so please be vigilant and careful so as not to encourage it.

Please keep valuables out of sight and secure to remove temptation. The owners are not responsible for any theft or impact of crime which the Tenants might experience on the island. Please remember that the villa and vehicles should be locked and secure when unattended and at night just as in a city. By removing the opportunity for crime you assist in reducing it.

#### **22. Authority to Sign:**

The person making the booking certifies that he or she is authorised to agree the Terms and Conditions on behalf of all persons included in the party, including those substituted or included at a later date. He or she agrees to take responsibility for the party occupying the property.

#### **23. Governing Law & Jurisdiction:**

The contract is deemed to have been made at P.O. Box 346, Bequia, St Vincent & The Grenadines. The validity, construction and performance of this Agreement shall be governed by Vincentian Law. The Tenants submit to the exclusive jurisdiction of the Vincentian courts.

#### **24. Communication:**

Any aspect of the villa which you find unsatisfactory must be communicated to the Owner as soon as possible. This is to ensure that the Owner has sufficient time to investigate and/or take the necessary remedial action. Compensation can only be offered where the Tenants have given the Owner or their Representatives the opportunity to rectify matters during the holiday by informing them promptly.

#### **25. Honda CRV :**

The Honda 4 Wheel drive vehicle is fully insured on a comprehensive cover with an excess of EC\$800 dollars. In the event that the Tenant damages the vehicle they will be required to pay the excess. The Tenant is also liable for any damage caused by using the wrong fuel type ie; other than Petrol/Gas .

The vehicle should not been reversed down the hill leading from the Property's parking garage area and when parked must be left in the 'Park' mode with the handbrake always on. At the end of their stay the Tenants should please refill the vehicle with the same amount of fuel as when they initially received it.

**These terms and conditions may be amended at any time without prior warning. The current terms and conditions are always displayed here on this webpage.**