



Kachira, St. John USVI Rental Policies and Procedures



Making a reservation is very simple and can be handled via e-mail or phone call:

1. Request a "hold" to block your dates. We'll e-mail you a Payment Schedule, Rental Agreement and mark the dates as "Tentative" on our calendar.
2. You will then need to provide your 50% deposit within two days of receiving the Payment Schedule and Rental Agreement via bank wire transfer, credit card [2.5% convenience fee], e-check [1.0% convenience fee], Fed Ex, USPS Express Mail or other agreed upon method of payment.
3. Once your deposit is received, we will notify you that it has arrived and lock down the dates in our master calendar.
4. The balance is due 60 days before your check-in date. We will contact you approximately two weeks before your arrival to confirm your arrival logistics and give you the name and contact info of your island greeter.

Please provide us with your flight number and arrival/departure time as well as where you have booked your vehicle at least two weeks prior to your arrival.

These policies are considered a part of your Rental Agreement.

Cancellation Policy - Total Booking Charges (less any taxes) are non-refundable unless we are able to re-rent the amenities reserved, less a 20% handling charge of the total rental. Guests are encouraged to purchase travelers insurance, especially when traveling during hurricane season, July-November.

Guests may need to be evacuated for their safety if a hurricane approaches too closely. Kachira and its owners are not responsible for airline changes, the cost of alternate accommodations or cancellation fees and no refunds/adjustments can be offered in this event. If Kachira becomes unavailable due to irreparable damage by an act of God, we will make every effort to re-reserve a similar property. If similar accommodations cannot be found, a refund will be issued. This villa is to be used by the maximum number of Guests listed on the rental contract only. Guest agrees to

adhere to rental policies published on our website and villa rules posted at the villa.

Caterers - All caterers working in the villa must be pre-approved and be fully licensed, and insured.

Check-In/Check-out Time- Check-in time for all villas is **3:00 PM**. Check-out time is **10:00 AM** or earlier. Exceptions for early check-ins or late check-outs are only occasionally possible due to what is often short availability of time to clean the home between guests. Please inquire if an exception is possible and we'll make every effort to accommodate the request.

Complaints- We strive to make sure Kachira is in excellent condition. In the event of a housekeeping or maintenance complaint, we will make the repair as soon as possible. However, no refund or rate adjustment will be given for unforeseen failures of utilities, internet service or appliances, etc.

Conservation - We ask all guests to consider conservation measures when practical during their stay to keep our island pristine for future generations. Kachira utilizes a cistern for water and conservation is greatly appreciated!

Deposits/Payments - Deposits and Payments must be made in accordance with the guest reservation and rental contract and must clear our bank prior to guest admittance to the rental property.

Drugs and Hazardous Materials - No illegal substances are permitted on the property.

Errors and Omissions - We strive to ensure all published information about Kachira is as complete and accurate as possible. Our website and print media content is reviewed and updated regularly. Kachira and its owners are not responsible for inadvertent errors.

Maid Service - The villas are cleaned before and after your departure. Mid week maid service is available if booked and paid for in advance: Rates start at \$20.00/hr with a 3 hr minimum.

Method of Payments - Wire Transfers, Personal Checks, Certified bank Checks, Visa & MasterCard. Credit cards are subject to a 2.5% convenience fee. E-Checks

are charged a 1.0% convenience fee. These convenience fees are what the bank charges us...

Minimum Stays - In Season, a 6-day minimum stay is standard practice. Off-Season, a 5-day minimum stay is desirable. However, the minimum stay requirement can be waived at owners' discretion.

Quiet Time - Guests are advised that noise travels easily, and that it is important to be respectful of others at all times. There is a noise curfew at 10:00 PM in all residential areas on St. John and all Guests are expected to comply with this rule.

Personal Effects - Kachira, its owners or representatives assumes no responsibility for guest's personal effects left behind, forgotten or lost at the villa. We will do our best to search for, retrieve and return any missing items as soon as possible after notification. There is a \$25 retrieval/mail fee only if items are found to help cover our costs. For large items, we may need to add an additional postage fee to return your item to you.

Pets - Kachira does allow small pets in the home for an additional security deposit. We are truly dog people. Please inquire.

Problem Notification - It is the Guest's responsibility to notify owners of any problems encountered during the guest stay immediately upon discovery. If requested by guest, minor problems can be addressed after guest departure to minimize guest inconvenience.

Property - Kachira is privately owned. Guests are advised that personal items lost or stolen are not the responsibility of the Owner or his Agent. Guest will have a set of keys and will be solely responsible for locking of the home and the safekeeping of their personal valuables during their visit. Agent and Owner assume no responsibility for insuring that the residence is locked and secured during the period of occupation by Guests. In addition, Agent and Owner shall be held harmless from all claims or causes of actions arising from the rental and occupation of the residence by Guest.

Rates - Rates are subject to change without notice.

Returned Checks - There is a \$25 fee for returned checks.

Security Deposit Waiver Fee - We require a \$39 non-refundable Security Deposit Waiver fee for all reservations. The fee is in lieu of a damage deposit and is an insurance fee to cover accidental villa damage or loss up to \$1,500. If damage occurs during your stay, Guest must notify the Owner/Agent immediately to have the damages/loss covered.

The policy does not cover acts that are intentional or due to gross negligence, willful/wanton conduct, or any cause if guest fails to report the damage/loss before departure from the villa.

Theft or damage of any property owned by or brought onto the premises by a Guest is not covered under this waiver. If malicious or intentional Guest damage occurs, the Guest will reimburse Agent and/or Owner the full replacement costs including attorney's fees.

Service and Repairs - We reserve the right to enter the premises when the property or systems are in need of repair. No refunds will be made for minor guest inconvenience. We will use every effort to expedite parts replacement and schedule repair work to minimize disruptions for Guests.

Service Interruptions - We cannot promise that there will be no interruption for services we have no control over. These include, but are not limited to: electrical service, internet, telephone connections or satellite television. We will make every effort to escalate any interrupted service issues so they can be restored as quickly as possible. No refund or rate adjustment will be given for unforeseen failures/interruptions of these services.

Smoking - Smoking is not permitted inside Kachira! There is a penalty of up to \$150/day (plus the cost of cleaning the house) for smoking inside. Smoking is permitted outside; but please be mindful that your ashes do not ignite dry brush. During dry spells, the fire hazard is substantial.

Tax - Villas are subject to the 8% U. S. Virgin Islands Hotel Tax. Effective January 1st 2012, the U. S. Virgin Island Hotel Tax increases to 10%.

Trip Insurance - We recommend that you purchase travelers insurance, especially when traveling during hurricane season, June-November.

Villa Capacity - The numbers of guests permitted in Kachira should match the number on your confirmation. If you decide to bring extra guests at the last minute, you will be charged an additional \$150/pp/per week. Please notify us ahead of time if the number of people in your party has changed.

Wedding and Other Special Events - Any villa function such as a dinner party, wedding, reception, etc. requires prior written consent. There is a fee to hold any type of gathering or function at Kachira beyond the number of people listed on your confirmation. The fee varies for this privilege based on property and number of guests. A refundable event security deposit may also be required. Guest will pay any fines or penalties resulting from non-compliance.