



Vacation Rental Information and Frequently Asked Questions

DEPOSIT INFORMATION

Deposit of 50% is required to confirm and hold the property for the dates you wish. This deposit is required within 2 weeks of receipt of your reservation. If the deposit is not received within 2 weeks from the date you reserved the property, the reservation may be cancelled without further notice. Full payment of the rent is required at least 60 days before your reservation.

ARRIVAL DAY

Someone will greet you at the airport and help you to secure your rental car. After you acquire the rental car the representative will take you to the house. Due to problems in the past, the representative is not authorized to take any people or luggage in their vehicle. If the amount of luggage or persons exceeds the capacity of your rental vehicle(s) the representative will assist you in securing a taxi.

If your group is large and coming in at different times, you will be met at the airport once - for the earliest arrival. It is then your responsibility to meet the rest of your party.

UPON ARRIVAL AT THE HOUSE

The representative will give you a tour and brief overview of the house pointing out anything that you need to be aware of. If you have any questions, please be sure to ask them before the representative leaves.

INFORMATION AT THE HOUSE

At each house there is a guest book which includes information on the house including the phone number. This book will also contain some information on the island including grocery and liquor store locations, hours of operation, and medical contact information.

DAMAGE DEPOSITS

Since we do not collect security deposits, and we do not visit the home until after the guests depart, all guests are required to sign a statement of liability form that indicates that they are responsible for any damage to the property beyond normal wear and tear and any costs of telephone (long distance and internet usage). This form includes credit card information which authorizes the Property Manager to charge these extra ordinary costs. For clarification purposes - damage or breakage of 1 glass during a stay would be considered normal wear and tear. Breakage of many glasses, a window, damage to furniture or walls would be considered excessive.

CLEANING

The house is cleaned before your arrival and upon your departure. It is also lightly cleaned mid

stay. If you wish additional cleaning services, it can be arranged for an additional fee. Please request this additional service before your arrival so that we may have time to coordinate for you.

WATER / ELECTRICITY

Water is a precious commodity on the island as there is very little naturally occurring fresh water on Providenciales. Because of this all water on island is either captured rain water or manufactured, making it very expensive and very precious. Water costs on island are about 10 times the cost in the US. Therefore it would be appreciated if you were conservative in your usage.

As with water, electricity is very expensive at 37¢ per kilowatt compared to 6¢ or 8¢ in the US (four to six times the cost) and therefore should be conserved. Please do not leave fans, air conditioning or lights on when no one is in the room. Also, turn off outside lights and bedroom air conditioners during the day.

TELEPHONE

All homes are equipped with phones. The cost of local calls are included in the weekly rental rates. However, long distance and internet usage is not.

You will see advertisements on island for 'Easy Internet Access'. The cost of this service is extremely high and any usage will be billed to the guest's credit card.

GETTING AROUND THE ISLAND

There are taxis available on island, however we recommend that you rent a car. If you require some help in securing the rental car reservation, please let us know and we can assist you prior to your arrival.

CHECKING OUT

Check out times are either 11:00 a.m or 11:30 a.m. This check out time will be strictly enforced as we normally have back to back rentals and require the time to ready the house for the next guests.

REFUND POLICY

If you cancel more than 60 days prior to your arrival, there is a full refund of your monies on file (minus a 10% administration fee). With cancellation notice of less than 60 days you will lose the full balance of your monies on file unless we are able to rebook the dates with another guest. We will try to rebook the dates so that you may receive a partial refund without any loss to the homeowner.

There will be no refund to guests if there is a late arrival or an early departure or inclement weather encountered during the stay.

Please note that these homes are privately owned and decorated by the owner's according to their tastes. There will be no refund if you do not like the decorations or layout of the house.