



## GENERAL TERMS AND CONDITIONS

Page 1 of 2

### **Accommodation and services:**

The Villa is suited for maximum of 10 persons with respect to beds, silverware, glassware, etc. The sitting area and the dining table in the Villa also provide room for 10 persons. There are various sun beds arranged around the swimming pool and outdoor furniture is present on the patio and under the gazebo's. There is also a BBQ. Use of the BBQ and the pool is totally at the risk of the house Lessee(s). Diving in the pool is strictly forbidden. Parents with children are completely responsible for their safety. The Lessor cannot be held responsible for damages, in any form whatsoever, associated with the use of the swimming pool, patio, pool deck, or BBQ. There is a washing machine and dryer in the pantry, plus an iron and ironing board. There is wireless internet available in the Villa. Use of this connection is free when using your own laptop or computer. Upon arrival the agent will provide Lessee with the log in details if required.

### **Tariffs:**

The rental tariffs are listed in US\$. The rental tariffs can be adjusted annually (per January) with 5%, without previous notification. Previously made bookings for the new year will not be affected. The Rental Fee for the Villa is based on 6 persons (or less) and the use of 3 bedrooms. Lessee may use extra bedrooms (in case his group consists of less than 10 persons) at a rate of \$ 20,- per extra room per night. No Rental Fee is charged for toddlers under 4, who sleep with their parents. There are 2 folding cots available for this purpose. Should these children want to sleep in a separate room, only the aforementioned costs for an extra room will be charged. Children 4 years and older however are counted in the headcount of the group and the number of rooms that is needed.

### **Reservations and payment:**

Directly after reservation, Lessee will receive an invoice per e-mail for the payment of 50% of the total Rental Fee. This invoice must be paid within 8 days. The reservation is only complete and verified upon receipt of this advance payment. By the enactment of this payment, Lessee inherently agrees to the associated General Terms & Conditions of the Lessor. If the advance payment is not received within the stated period, the reservation is annulled. The remainder of the Rental Fee, must be paid 8 weeks prior to the Rental Period. If this payment is not completed within this period, this will be considered as a cancellation by Lessee and the Conditions of Cancellation will come into effect. In case of a booking within 8 weeks before the Rental Period, the total Rental Fee must be paid at once upon reservation. The deposit sum (of which the amount is communicated up front) must be paid in cash upon arrival. Upon receipt of the total Rental Fee, Lessee will receive an e-mail with the confirmation of the reservation and other important data, such as the address of the Villa.

### **Arrival, departure and minimum stay:**

Arrival is possible at any day of the week. The minimum stay is 5 nights in Low and/or High Season. During Super Season a minimum stay of 7 nights is applicable. An extra night can be booked at a cost of \$ 190 to \$ 350,- per group of 6 persons or less, depending on the Season and the total length of the stay. Check out on the day of departure should occur before 11 o'clock. Late checkout is possible in some instances. This needs to be checked in advance with our rental agent. A fee of \$75.00 per group will be charged for late checkout.

### **Cancellation:**

Lessee can at any time, due to urgent circumstances cancel, change or transfer his or her reservation. This must be done in writing to (the agent of) the Lessee and as soon as possible. The cancellation costs are as follows:

- \* Cancellation up to 16 weeks prior to the Rental Period: 10% of the total Rental Fee
- \* Cancellation up to 8 weeks prior to the Rental Period: 50% of the total Rental Fee
- \* Cancellation within 8 weeks of the Rental Period: 100% of the total Rental Fee

We advise you to arrange for travel insurance that includes a cancellation clause to cover (most of) these costs.





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Page 2 of 2

### **Villa Care and Contact Person:**

The Villa is supervised by an agent. Depending on the type of transport (taxi or rental car) Lessee can be escorted from the airport to the Villa by the agent and given a short tour plus instructions. The agent is also the contact person if there are any problems or further questions about the Villa and will inspect the Villa before departure in order to refund the Deposit. The agent will contact Lessee for a time and date of such inspection.

### **End Cleaning:**

The Villa will undergo a mandatory End Cleaning, paid for by Lessee, at the end of the Rental Period. The costs for the Final Cleaning amount to \$ 145,- per group of 6 persons or less. Per extra person an additional fee of \$ 13 will be charged for the End Cleaning. If required by Lessee, the Villa can be cleaned (and linen can be changed) once a week or more often, at his own costs. The swimming pool is cleaned twice a week, the garden twice per month. Pest control takes place on a monthly basis. All caretakers will let themselves in through the side door. The agent will inform Lessee(s) about their schedules. For these services as well as for gas, water, electricity, cable television & internet, garbage removal, sewer cleaning (by emptying the septic tank) and airco service Lessee pays a contribution in the service costs of \$ 33,- per night.

### **Damage to the Villa or inventory:**

In the case of damage caused by Lessee or his/her guests to either the Villa or any of the inventory items, the replace or repair costs will be deducted from the Deposit, which in that case, shall be refunded no later than 2 weeks after Check out. Any outstanding amounts higher than the Deposit must be paid for in addition. Any damage should be reported directly to the agent or at least prior to departure. Damages totalling less than \$25, if reported immediately, will not be charged.

### **Miscellaneous:**

- Although the Villa is situated in a relatively safe area, Lessee(s) is advised to not leave valuables or important documents unattended or in plain view when leaving the Villa. Lessor cannot be held responsible for any stolen or missing items. The Villa contains a safe, by the way.
- Lessor will attempt to avoid for repairs to the Villa or the grounds to take place during the time that the Villa is rented. However, it is possible that due to their urgent nature, some repairs may have to take place. Lessor will ensure that the time it takes to make these repairs will be as short as possible. No reduce of the Rental Fee will be taken into account for emergency repairs.
- Lessee must be aware of the fact that the Villa Park is a 'living environment'. Any form of nuisance or public annoyance should be avoided. It is not allowed to organise larger parties or events at the Villa.
- Smoking is allowed only on the patio or on pool deck area. Use of illegal drugs is not permitted.
- Pets are not allowed.
- The Villa is fitted with an alarm system. Lessee will receive the alarm code at check-in. This code is strictly personal and may not be given to third parties.
- An information binder filled with information about the Villa, the agent and general info about area can be found upon arrival.
- It is not allowed without previously obtained permission to have additional visitors sleeping in the Villa, not even when the Villa is rented by a group of less than 10 persons. Upon arrival Lessee can choose which bedrooms will be used. The spare rooms will be subsequently locked off by the agent.
- Electricity is extremely expensive on the island of Aruba. It is therefore that air conditioning and fan's should be switched off upon leaving the room.
- The free usage of electricity is capped at \$ 22.50 a day, which is the equivalent of 65 Kilo watt per day. At Checkout time, the meter will be read in the presence of Lessee. In case of superseding the maximum, the difference will be deducted from the Deposit. Underscoring will not lead to any refunds.

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