

Coconuts and Plumeria Terms and Conditions

Thank you for choosing to reserve a stay at one of our villas. We are sure that you will have a wonderful vacation on St. John. Please review our terms and conditions, listed below:

Payment terms: Once you contact us and make a reservation, your stay will be blocked out in our villa availability calendar. A deposit, equal to 50% of the sum of the cost of your stay plus the 10% Virgin Islands Hotel Tax, is due upon booking. You can either pay this immediately using an eCheck or credit card through VRBO, PayPal, or you can mail us a check. Reservations will be cancelled, and the blocked time released, if your deposit does not arrive within two days (VRBO eCheck, credit card, or PayPal), or within one week if you mail a check. VRBO's eCheck system is easy to use, and free to both parties, avoiding credit card processing charges, and is our preferred mode of payment. Paying through VRBO also automates advance notices and payments for the balance of your rental. If you would prefer instead to mail us a check, make it out to Kevin McCarthy, and mail it to:

Kevin and Danielle McCarthy
P.O. Box 212
Plaistow, NH 03865

The remaining 50% payment balance is due within 60 days of your arrival. Stays of other than seven days will be pro-rated, with the daily rate simply equal to the weekly rate / 7. Stays of less than seven days will incur a 10% surcharge for each day less than seven; for example, six days will result in a 10% surcharge, five days a 20% surcharge, etc. These surcharges are waived if the villa is rented both immediately before and after your stay.

Your sending of the deposit constitutes a binding agreement, and confirms your acceptance of the terms and conditions listed in this document.

Cancellation policy: Cancellations more than 120 days before your arrival will be assessed a 20% cancellation charge. For cancellations between 120 and 60 days before your arrival, the cancellation charge will be 50%. For cancellations within 60 days of your arrival, the cancellation charge is 100%. All cancellations must be made via email, to: k+d@cocoplum.vi.

Housekeeping: The villa will have been cleaned upon your arrival, but maid service during your stay is not included. We provide bath and beach towels, linens, hand soap, hair dryers, an iron and an ironing board, as well as a washer and dryer, with enough laundry detergent for a few loads. You supply any subsequent detergent, as well as shampoo. We keep a container with surplus suntan lotion, so you may wish to check this before purchasing any.

Arrival: Guests have the option of being met at the ferry dock, the car barge, a food market, or the villa. We will email you a form before you depart to obtain flight information, cell phone numbers, etc.

Keys: Two sets of keys will be given to you upon arrival by the greeter. Leave them on the kitchen counter when you depart.

Check in / Check out times: Check in time is 3 PM, and check out time is 10 AM. Advance approval is required for any exceptions.

Number of guests: The weekly rate at each villa varies with the number of guests, and any guests above the agreed upon number will be grounds for cancellation of your stay without refund.

Electrical, cable, phone, and internet outages: While service continues to improve, we cannot be responsible for, and will not provide refunds for any interruption in electrical, cable, phone, or internet service.

Phones: Phone service at Coconuts and Plumeria has recently been upgraded to allow both local calls and unlimited calling to the mainland US.

Smoking: Coconuts and Plumeria are non-smoking villas.

Garbage: Please dispose of your garbage daily, in the waste bin just to the south of the villas along the Giff Hill Road. On the morning of your departure, please make sure that the fridge is empty, and that the dishes are washed. The housekeeper has a lot to do in a limited amount of time, so please don't add to her workload.

Security: Guests must lock all doors whenever they leave the villa. A safe is provided in the master bedroom closet for guest valuables.

Conserving electricity: Electricity rates on St. John are 4-5 times higher than on the mainland, so please try to conserve electricity whenever possible. In particular, turn off any air conditioners whenever you are out, and be sure to keep the spa cover closed whenever it is not in use. Consider using the clotheslines by the pool instead of running the dryer.

Pets: No pets are allowed at either Coconuts or Plumeria.

Quiet enjoyment: Please be considerate of neighboring villas when setting music volume, and don't play music outdoors after 9 PM. No loud parties are allowed, and prior approval is required for any parties at the villa with invited guests, wedding receptions, etc.

Hurricanes: Tropical storms and hurricanes are possible during the hurricane season (Technically June 1st to November 30th, although the most likely months are August and September, and the season is usually over by early October). No refund will be provided if your trip is cut short or cancelled due to extreme weather. Guests are strongly encouraged to purchase appropriate trip insurance (www.csatravelprotection.com, etc) to address this issue.

Damage: We do not assess a security deposit; however, guests agree to report damages to the villa or its contents during their stay.

Malfunctions: We will do our best to ensure that the systems within our villas work, but things can break down. Malfunction of a villa system will not be grounds for a refund. If you experience an issue, please email us at k+d@cocoplum.vi.

Access to villa: During your stay, landscaping and pool maintenance staff may arrive. They will always knock and identify themselves, and with the exception of a monthly insect control visit, will not require access to any rooms within the villa.