

# TURTLE HEART VILLA RATE INFORMATION

## RATE INFORMATION

- RATES ARE IN US DOLLARS.
- PLEASE ADD 19% TAX TO RATES\*
- RATES ARE BASED ON 8 GUESTS. (on double occupancy per bedroom)
- WEEKLY FEE OF \$500 USD PER EXTRA ADULT
- WEEKLY FEE OF \$250 USD PER EXTRA CHILD UNDER 9 YEARS OLD.
- DAMAGE WAIVER FEE \$100 USD PER STAY (NON-REFUNDABLE, NON-COMMISSIONABLE)\*
- 7-NIGHT MINIMUM STAY.
- MAXIMUM OCCUPANCY:12 GUESTS.
- ADDITIONAL FEES MAY APPLY FOR WEDDINGS AND EVENTS, PLEASE LET US KNOW IF YOU WOULD LIKE TO RECEIVE A QUOTE.
- ALL PAYMENTS ARE NON-REFUNDABLE AND NON-TRANSFERABLE, UNLESS TURTLE HEART VILLA IS ABLE TO BE RE-RENT FOR THE SAME RATE AND DATES OF TRAVEL, SUBJECT TO A \$200 USD CANCELLATION FEE.

*\*PLEASE NOTE, TAXES AND DAMAGE WAIVER FEE ARE ADDITIONAL TO THE QUOTED PRICE.*

# TURTLE HEART VILLA RATE INFORMATION

## RATE INFORMATION

### Booking Payments Policies

- A deposit of a 50% of the total rental amount is required within 1 to 7 days of making a reservation, depending on your arrival date.
- Final payment is due 60 days prior to your arrival date.
- Final payment for all HOLIDAY bookings (Christmas and New Years) is due 90 days before arrival date.
- For last minute bookings (arrivals within 60 days of reservation date) FULL PAYMENT is due within 3 days.
- Failure to pay on time will result in automatic cancellation of the reservation and automatic forfeit of all monies paid to date.

### Booking Cancellation Policies

- Cancellations and reschedules are effective on the date written notice is received by e-mail in our office.
- **All payments are non-refundable and non-transferable, unless Turtle Heart Villa is able to be re-rent for the same rate and dates of travel, subject to a \$200 cancellation fee.**
- Cancellations made 30 days or less prior to arrival are 100% non-refundable.

### Rescheduling/Changes

- You may reschedule 30 days or more prior to your arrival date, with the same property and number of nights, for travel within one year of the original check-out date, subject to a \$50 rescheduling fee and payment of any balance due.
- Rescheduled reservations are subject to availability and price increases and the weekly rate is based on the new reservation dates.
- No refund for dates booked in a lower rate season.
- A change in the number of guests must be done before final payment and is subject to a \$50 change fee. \*

\*Please note if we re-rent only a few of your reserved dates you will be offered a refund for those nights minus the \$200 cancellation fee OR a chance to reschedule the full number of nights, see above for more details.

\*No refund of extra people charges cancelled less than 15 days prior to Arrival

- Cancellations due to Pandemics or World emergencies; we offer a reschedule only option within 1 year excluding Holidays, Presidents, Easter and Thanksgiving weeks. No refund for dates chosen in lower season. Subject to a \$50 reschedule fee.

**NO REFUNDS FOR EARLY CHECK-OUTS OR NO SHOWS:** Guest agrees that once they have checked in to the property, no refund will be made for early check-outs. If Guest does not cancel the reservation and does not arrive for the Guest's rental period, all monies paid will be forfeited.

# TURTLE HEART VILLA GENERAL INFORMATION

## GENERAL INFORMATION

- CHECK-IN 15:00HRS.
- CHECK-OUT 10:00HRS.
- KINDLY REMEMBER TO TURN OFF THE A/C WHEN NOT REQUIRED AND WHEN LEAVING THE ROOM.
- NO PETS ARE ALLOWED.
- NO SMOKING ON THE PREMISES.
- MUSIC PERMITTED UNTIL 22:00HRS
- ONLY REGISTERED GUESTS ARE PERMITTED ON THE PROPERTY.
- RATES ARE SUBJECT TO CHANGE UNTIL CONFIRMED.

## INCLUDED SERVICES

- MAID SERVICE MONDAY TO SATURDAY
- SMALL GYM WITH FREE WEIGHTS, STATIONARY BIKE TRAINER AND YOGA/PILATES
- CHEF SERVICE AVAILABLE ON REQUEST