

Terms & Conditions

Liability

Isla Home Services acts as an agent for accommodations and does not assume any liability for personal or property loss and damage or injury during guests' occupancy of the villa. Guests are responsible for the villa during occupancy, must lock windows and doors securely at all times when not on the premises, and must exercise due care in securing all personal property. The villa is privately owned. The villa owner and Isla Home Services reserves the right to refuse service or rentals to anyone at their discretion.

As part of these booking conditions you as Guest are undertaking to indemnify the owners and agents of Casa Delfines against any claim for liability for loss of personal property or belongings, personal injury or death or any claim whatsoever resulting from your residence of Casa Delfines or use of the Casa Delfines facilities.

Payment Policy

Once you reserve the villa a deposit of 50% of the villa rental rate is due within 7 days of booking to confirm. Failure to make this payment subjects your reservation to automatic cancellation without notice to you. The balance due of rent, local tax, and damage deposit must be paid in full at least 60 days prior to your arrival.

Cancellation Policy

All cancellations and any request for changes to your reservation (such as date changes or changes in the number of persons) must be made in writing by email, or facsimile. For cancellations received outside 70 days prior to arrival 50% of your deposit is refunded. For cancellations received within 60 days prior to arrival, or a reservation scheduled for the Christmas/New Year Holiday period, 100% of the deposit or rental (whichever has been received) is forfeited. The Villa owners may allow you to rebook your villa at a later date, without penalty to you. Refunds due to last-minute reductions in the total headcount originally booked will only be considered on an individual basis when requested within 60 days of your arrival.

Travel Insurance

For peace of mind we recommend travel and trip cancellation insurance.

Travel Documents

It is the guests' responsibility to travel with the correct documentation. If you have any questions about the required documents, please call or e-mail us.

Damage Deposits

Damage deposits are fully refundable within 30 days of guests' departure, provided there is no damage, breakage, missing items, no additional cleaning, long distance calls charged to the villa telephone and no other outstanding charges. You, as the guest, agree to take all reasonable steps to ensure that your guests or families adhere to the rules and regulations affecting the villa. Rearranging the furniture or removing any items from the villa is **strictly prohibited**.

Arrival

We will need to know your arrival information (airline, flight number, arrival time, car rental company, departure time, departure flight number) at least two weeks prior to your arrival on the island. While en route, it is required that you notify us if your flight is delayed or cancelled for any reason, so we can notify your villa specialists. Failure to contact us may result in a \$50 penalty. Penalties will be deducted from your damage deposit. It's very important that you follow the arrival instructions provided to you prior to your departure!

Villa Transportation

Transportation to the airport or ferry dock upon your departure is NOT provided or included. When choosing a hire car, be sure to rent a vehicle large enough for your entire party plus your luggage.

Check-in and Check-out Times

Your villa check-in and check-out times will no earlier than 2:30 pm (check-in) and 11:30 am (check-out). It may be possible to arrange an early check-in or late check-out, of which we'd be happy to try and accommodate you. Guests who do not request a late check-out in advance will be charged a \$250 penalty fee for not checking out on time.

Capacity of Villa

The total number of persons allowed in the villa at any one time is restricted to the number of persons scheduled and paid for. Should a group misrepresent themselves, they will be required to pay \$100 per person, per day for all excess persons immediately, or shall vacate the villa without refund.

Hurricane Season

In the unlikely event of a hurricane (hurricane season is between 1 June to 30 November) the island villa manager will contact you and advise. We do not allow any guest to remain at the villa during a hurricane as the villa will be shuttered and utilities turned off. We recommend trip cancellation insurance to cover your expenses.

Pets

Pets of any kind are NOT allowed in or on the villa's premises. A pet, or evidence of a pet, found on premises will cause immediate eviction, and the guest's rent and deposit will be forfeited.

Cleaning

The villa will be thoroughly cleaned prior to your arrival, and includes, daily maid service in the rates. This includes changing of the bed linens and cleaning the kitchen and bathrooms. This maid service does not include personal services such as cooking, personal laundry, babysitting, etc. If you do have a maid and he/she has done a good job, a tip is always appreciated.

Amenities

The villa is privately owned. Standard amenities in the villa include a plentiful supply of bed linens, bath towels, telephone including local calls (long distance calls must be made using a calling card), blender, coffee maker and toaster. All normal utilities are included in your rental price.

Security

Guests are responsible for the security of the villa during occupancy. You must keep all windows and doors locked securely at all times when not on the premises. You must observe all cautions explained by your local contact. Guests are responsible for keys. There is a \$100 charge for each set of lost keys. Be sure to follow instructions precisely on where to leave your villa keys when you depart.

Complaints & Maintenance

In case of a maintenance problem, the guests shall notify their island property manager who will strive to repair the problem as soon as possible. No refund or rate adjustment shall be made for unforeseen mechanical failures such as the supply of electricity, telephone service, water, pool filtration systems, hot tubs, air conditioning, television or cable service, appliances, etc. It is the guest's obligation to report any problems or damage to the villa immediately.

House Parties & Functions

The villa owners and Isla Home Services wish to maintain a family atmosphere for the quiet enjoyment of guests. We rent to family groups and responsible adults only! Absolutely no house parties or functions such as weddings are allowed without advance written permission from Isla Home Services. Guests shall be respectfully quiet and peaceful, so as not to disturb other residents in the immediate area.

Drugs & Hazardous Materials

Guest shall not use or permit to be brought into the villa any illegal substances, inflammable fluids or other explosives or articles deemed hazardous to life, limb or property.

Substitution

Should a villa be sold, be out of order or deemed substandard prior to your arrival, Isla Home Services reserves the right to substitute comparable or better accommodations without liability. If comparable accommodations are not available, guests may receive a complete refund of the rental.

Disclaimer

Isla Home Services is not responsible for inadvertent errors on the information website. All rates and villa details are subject to change without prior notice.

Disabled Guests

If you have a disability please contact us and let us know so that we may accommodate you.