

RENTAL POLICY

To Book Sweet Mango:

Checking Availability:

Call Chrissy at 207-763-4293 or email csbmaine@yahoo.com to check availability. If the dates you want are available, we will place a hold on Sweet Mango for 48 hours while we e-mail/fax you a confirmation for your review. We will also email/fax you a rental agreement and ask that you fill out pertinent data, sign and send it to us to confirm your reservation. (A sample Renter's Agreement can be viewed/downloaded on this site)

Rates:

High Season: December 15- April 15:

\$1400 per week (10% discount on all bookings 3 weeks or longer)

Low Season April 16- December 14

\$1200 per week 10% discount on all bookings 3 weeks or longer)

Terms of Payment:

We require a 25% deposit within seven days of booking. Deposit can be made by personal check, money order or bank wire transfer. A confirmation will be sent to you by email upon receipt of the deposit and signed rental agreement.

The balance of rental fee must be received no later than 90 DAYS prior to the arrival date.

If reservations are made less than 90 days before arrival, or for Christmas or New Years weeks, then 100% of rental and security deposit are required within 7 days of booking.

Failure to pay rental deposit or balance of rental on time could result in loss of reservation.

Method of Payments Method of Payment: All payments must be made by bank wire transfer to our Bequia Account. The information is provided in the Rental Agreement below.

Receipt of Payment: A receipt and confirmation for deposit and final payment will be sent to you by email.

Security Deposit: We do not require a formal Security/Damage Deposit. However, if any damage/loss/breakage occurs beyond normal "wear and tear", we expect Renter to pay for any necessary repairs and/or replacement.

Cancellation Policy:

Cancellations must be in writing. Cancellations are effective on the date we receive your fax or email.

If booking is cancelled 90 days or more in advance of the arrival date, the rental deposit will be refunded (less \$100.00 to cover administrative costs.)

If booking is cancelled less than 90 days there will be no refunds made.

You may apply any forfeited funds to another Sweet Mango booking within the next three years. (less \$100.00 to cover administrative costs.)

If we are able to rent Sweet Mango for the same dates you had reserved and cancelled, we will return all rental fees (less \$100.00 to cover administrative costs.)

Travel Insurance: For peace of mind, we recommend that you purchase travel insurance with clauses to cover you for any reason you might have to cancel. Here is a link to a web site where you can shop for insurance coverage for cancellation, medical, emergency evacuation, lost luggage etc.:

<http://insuremytrip.com/p/myquote?pid=5389>

House Keeping: Sweet Mango will be cleaned before your arrival. Your rental fee includes two days of house keeping per week. You may arrange with the house keeper for further services at your own expense. Fresh linens and towels are provided twice weekly.

Quiet Time: Noise travels easily in the open air and we ask that you respect an informal "noise curfew" after 10:00 P.M.

Pets: No pets are allowed unless you can talk Chrissy into it!

Loss, Theft and Accident: Renters are advised that personal items lost or stolen are not the responsibility of the Owner or Agent. Renters will have a set of keys and will be solely responsible for locking of the home and the safekeeping of their personal valuables during their visit. Agent and Owner assume no responsibility for insuring that the residence is locked and secured during the period of occupation by Renter.

Renter agrees to release, discharge and hold harmless owners and agents of Sweet Mango from any and all liability, loss, damages, costs and expenses (including attorney's fees), claims, suits and demands arising from any accident, injury, death, loss (personal or physical) or damage whatsoever, during Renter's stay at Sweet Mango.

Return of Property: Thoroughly check all drawers and closets before departing. We will certainly try to return any articles left behind, but mail service is a bit uncertain. We can, however, Fed Ex property back at Guest's expense.

Smoking: ABSOLUTELY NO SMOKING is allowed on premises.

Un-Availability: In the event that the property is unavailable due to damage from hurricane, flood, fire, or need for major repairs not being completed on time, Renter agrees to accept a full refund of any monies (including administrative costs) and hold owner harmless for any other charges.

System Failures, Maintenance & Rate Adjustments: We are very proud of Sweet Mango. We try to maintain it at the standards we would find acceptable if we were renting the property ourselves. If a problem occurs during your rental, we will strive to have it repaired as soon as possible after being notified. However, please be aware that Bequia is a developing country with infrastructure weaknesses and sometimes a shortage of quality trades people and parts. Therefore, while normally there are no problems, there very well could be and the time to repair it may not be what you would expect. Any refund or rate adjustment is at owner's sole discretion. Please be assured that we will deal with the matter fairly. No refund or rate adjustment shall be made for any disturbance outside our control, such as construction at nearby properties or noisy parties at other villas. We cannot move you to another property if you have a problem or complaint with our property. No shows, late arrivals, reductions in the number of guests, and early departures are all non-refundable.

Service or Repair: We reserve the right to enter the premises when the property or systems are in need of repair.

Maximum Occupancy: Maximum occupancy is 4 adults plus 1 child under the age of 12.

Enjoyment & Parties: We wish to maintain a family atmosphere for the quiet enjoyment of our Renters. We rent to family groups and responsible adults only. Party Animals please find another villa because you will not be allowed to go crazy here. Absolutely NO LARGE house parties or functions are allowed without advance WRITTEN permission from the owners.

Check in - Check out Time: Check in is after 12:00 P.M. and check out is before 10:00 A.M. Arrangements can be made for secure storage of luggage should you require it in the case of an early arrival or late flight out.

Access and use of Villa items: The owners, or their staff, may enter the villa to perform any repairs or maintenance as necessary. If the villa is put on the market for sale, the owner reserves the right to allow the villa to be shown, but only by advance appointment made with guests. Every effort will be made to schedule such brief showings at a time convenient to you, to respect your privacy, and not interrupt your vacation. Locked closets, storage rooms, cupboards, laundry, staff quarters, and the back downstairs utility room are not part of this rental.

Keys: There is a \$75 charge for lost keys.

PHONE: Owner provides a cell phone for Renter's convenience. Renter will need to purchase a phone card (available at many local establishments). If lost or damaged, Renter is responsible for replacing phone at Renter's expense.

Children: Parents should be aware that Sweet Mango is not without inherent risks. For example, you should consider that railings on balconies can look like a climbing gym to

kids. Tiles can be very slippery when wet. There are no lock offs for cupboards, drawers or electrical outlets. There are no child gates to block stairways. Corners are not rounded. Now having said all of that, we have had many children of all ages at Sweet Mango and never had a serious problem. Parents just need to know that children must be supervised closely.

Additional Help: Please feel free to call or email Chrissy for advice about pre-arrival food shopping, taxi service, car rental, etc.