



RENTAL POLICY

Terms and Conditions

Nightly rates are in US dollars and do not include service fees, taxes, or refundable security deposit. The minimum stay is three (3) nights. Holiday season minimum stay range from four (4) nights to seven (7) nights, dependent on the holiday.

1. **RESERVATION, DEPOSIT & FINAL PAYMENT:** By submitting payment, you agree to our Rental Policy, Terms and Conditions as outlined in this document. A 50% deposit of the total room cost is required to secure your reservation. Once the booking has been processed, you will receive a reservation confirmation email that outlines a summary of your booking. Please review the information carefully and contact us immediately at visitvillaura@gmail.com if you have any questions or require any changes.

Final Payment: The remaining 50% will be due no later than fifteen (15) days prior to the guest's arrival. If the 50% balance is not paid by this period, this will be considered a full cancellation.

Please read our full policy. Securing your reservation means you accept all terms and conditions. Reservations made within a four-week period of check-in must be paid in full.

2. **PAYMENTS:** Payments can be made by direct deposit or wire bank transfer. Please contact us for bank transfer details.
3. **CANCELLATIONS:** Securing a reservation with your deposit means you accept the terms and conditions of our **Cancellation Policy**. All cancellations must be received in writing to visitvillaura@gmail.com and will be processed from receipt of notice.

For a full refund of accommodation fees, cancellation must be made **fourteen (14) full days** of booking.

For a 50% refund of accommodation fees, cancellation must be made within **forty-eight (48) hours** prior to local check-in time (3:00 PM on the day of check-in).

If the above conditions are not met, there will be NO REFUND.

If the guest decides to leave early after check-in, the nightly rate for the nights not spent after cancellation are nonrefundable.

- 4. DEPOSIT:** For reservations made two (2) months to one (1) year in advance, a 50% deposit is required immediately after booking.

The remaining 50% is due thirty (15) days before check-in. We highly recommend that guests purchase Travel Insurance, which is generally inexpensive but can save individuals a lot of financial loss and emotional distress if an unforeseen event occurs. We recommend that your travel insurance cover airline expenses and accommodation cancellations, especially during the hurricane season. We also recommend that you consider coverage for accident, illness, medical, evacuation and theft.

Under no circumstances will refunds or credits for flight cancellations be issued. Please consider acquiring Travel Insurance to protect against flight cancellations. Additionally, we do not issue refunds or credits due to bad weather, tropical storms, hurricanes or any other situations beyond our control and any inconvenience or complication caused by a hurricane's direct hit, near miss or the significant threat of a hurricane. Hurricanes are unpredictable by nature. Please consider acquiring Travel Insurance to protect against these types of unforeseen events. Villa Aura is not liable for any other costs, evacuation or inconveniences caused by a tropical storm or hurricane.

- 5. MAXIMUM OCCUPANCY:** Villa Aura is able to accommodate a maximum of eight (8) adults. If there is an increase in guests, Management must be notified and guests will be billed a nightly rate of USD \$100 per additional guest.
- 6. LIABILITY:** All guests are required to read and sign the [Villa Aura Liability Waiver](#). The copy should be signed and sent to visitvillaaura@gmail.com before your arrival.

Please Note: Safety deposit boxes are provided for the safekeeping of money, jewelry and other valuables. The Management of Villa Aura will not be responsible for the loss or theft of personal property (kept in or left out of the safe provided), injury or damage sustained by guests arising from the use of the villa's facilities, howsoever arising. This includes losses resulting directly or indirectly from natural events such as floods, storms, hurricanes or other acts of God.

All amenities and facilities are used entirely at the guests' discretion.

Guests may use the swimming pool at their own risk. Swimming in the sea is also at the guests' own risk, and **guests are advised to be mindful of the strong undertow**. The Management of Villa Aura is not responsible for incidents such as fires, breakdown of equipment or machinery, acts of war, strikes, theft, pilferage, epidemics, quarantine expenses or losses sustained by the guest(s) as a result of such incidents or occurrences; as well as slips, falls or any other incidents resulting in bodily harm. Guests agree to indemnify and hold harmless the Management, Owners, Servants and assigns of Villa Aura from any and all liability relative to the use of the villa, howsoever arising.

Villa Aura is not responsible for the well-being of any children who stay or visit Villa Aura with respect to any accident or other occurrence. Parents and guardians are solely responsible for the safety and well-being of their children. **Children under the age of eighteen (18) are not allowed unless they are accompanied by their parent(s) or legal guardian(s).**

7. **AMENITIES:** While staying at Villa Aura you are provided with housekeeping and all the facilities the house has to offer (linens, Wi-Fi, air conditioners, pool, etc). Please click here for a full list of all our amenities.
8. **ARRIVALS/DEPARTURES: Check-in time is 3:00pm. Check-out time is 11:00am.**
These strict times provide a reasonable period to prepare the villa for our guests' arrival. If you need early arrival or late departure, please contact us no later than seven (7) days prior to your arrival so we can review your request. If it is possible to accommodate your request, we will advise you. If no prior notice is provided, the guest(s) will be billed an additional USD \$50 per hour after 11:00 am.
11. **RENTAL USE:** No guests other than those listed on the reservation list are allowed. Full names of all guests must be provided, and waivers signed before arrival. The guests are not permitted to sublease Villa Aura for any reason. Any use of Villa Aura other than vacation/residential purposes must be approved in advance by the property owner. No music videos, weddings, corporate events, photo shoots, parties or large gatherings are permissible without owner approval and additional security deposit in place.
12. **HOUSE RULES:** There must be NO SMOKING inside the Villa or on the balconies. No parties or events allowed. Please do not eat or drink in the bedrooms. Please do not use white towels to remove make-up. Make-up towels are provided. For your safety and others, do not use any glass in or near the pool. Kindly turn off all lights and ACs when not in use.
13. **CHILDREN:** Villa Aura is not responsible for the well-being of any child who stays or visits Villa Aura with respect to any accident or other occurrence. Parents and guardians are solely responsible for the safety and well-being of their children. **Children under the age of eighteen (18) are not allowed unless they are accompanied by their parent(s) or legal guardian.**
14. **THIRD PARTY SERVICES:** Third-party services and excursions booked directly with a third-party provider, are subject to their own terms & conditions. Villa Aura is not liable for any cancellations, changes or incidents related to third-party service providers.
15. **MOTHER NATURE:** Swimming in the sea is at the guests' own risk. Guests are advised to observe warning flags and only swim in designated areas. Also, observe currents and be mindful of the strong undertow. Beware of strong waves and check the weather report before heading to the beach; avoid the beach if there is lightning, heavy rains, storm or hurricane in the forecast. The Management of Villa Aura will not be responsible for the injury or damage sustained by guests arising from the use of the beach or any other activity.

Hurricane season is from the 1st of June to the 30th of November of each year. Hurricanes can occur at any time in the hurricane season. We recommend that our guests acquire travel insurance that protect against unforeseen circumstances, especially during the hurricane season. Villa Aura does not issue refunds or credits due to bad weather, tropical storms, hurricanes or any other situations beyond our control and any inconvenience or complication caused by a hurricane's direct hit, near miss or the significant threat of a hurricane. Villa Aura is not liable for any other losses, costs, evacuation or inconveniences resulting directly or indirectly from natural events such as floods, storms, hurricanes, or other acts of God.

16. ENVIRONMENTAL CONSIDERATIONS: Villa Aura is committed to protecting the environment and incorporates sustainability as much as possible. We kindly ask that our guest(s) make an effort to conserve electricity. Please turn off all electronics, lights and AC units when rooms are not in use. Additionally, fresh water is a precious commodity we cannot afford to waste. As such, we ask that our guest(s) practice water conservation as much as possible. Avoid single use plastic and please dispose of all waste responsibly. Do not leave wastes of any kind on the beach, including towels, personal items, etc.