

## Vacation Rentals – Frequently Asked Questions

**Q. How many guests can stay at a villa?**

A. 2 *guests* per bedroom

**Q. Are children allowed?**

A. Each Villa has different rules for children. Please ask.

**Q. Are other rooms or guest houses rented out during my stay?**

A. No, we rent to just one group of guests at a time.

**Q. Do I need to bring sheets and towels?**

A. All our villas are fully furnished including sheets, towels, paper products, bath and laundry soap.

**Q. Do you accept credit cards?**

A. Yes, we accept Visa, MasterCard. A surcharge of 4.0% applies for *credit cards*.

**Q. Are there additional sleeping arrangements?**

A. Some Villas have sleeper sofas or an air mattress. Please inquire.

**Q. What is your policy for hurricanes, payments and cancellations?**

A. Please see the “Terms and Conditions” section on our website.

**Q. Is there any crime on St. Croix?**

A. There is some crime, mostly opportunistic. Don't leave your valuables in a car or unattended on a beach, and visit remote beaches and remote areas only as a group, and you should be fine.

**Q. Is there Internet access at the villas?**

A. Yes, there is unlimited wireless *broadband* Internet access at *most Villas*. Bring your own laptop.

**Q. What about a rental car?**

A. You will need to rent a car while staying on St. Croix.

**Q. Can you provision my Villa for my arrival?**

A. After you've packed up and spent the day traveling, the last thing you should have to worry about is grocery shopping! That's why Vacation St. Croix offers its clients this convenient service. Simply download the "Provisioning List" we've provided for you, and fax or email it back to us. We will make sure your villa is stocked with the items you want so when you arrive everything is waiting for you.

**Q. What is there to do on St. Croix?**

A. Spend a day sailing or snorkeling at Buck Island, do some scuba diving, get a massage at your villa, take a guided island tour, horseback ride through the rain forest, hike, dine out at one of our award winning restaurants, or even get married! St. Croix has much to offer, both in and out of the water.

**Q. What if I want to meet with a Realtor?**

A. So many of our guests fall in love with St. Croix and decide they want to own property here. Whether you want to purchase an existing home or the perfect piece of land to design and build you dream house, we are happy to recommend a knowledgeable and professional Realtor to provide you with information and assistance.

**Q. May I tip the staff?**

A. Guests often ask whether it's appropriate to tip Vacation St. Croix staff. Tipping is always discretionary and should be based on the quality of service received. Our staff is always pleased to be recognized for doing a good job and making a guest's arrival or stay more pleasant. As a guideline, here are some suggested gratuity amounts:

- Greeters: \$25 and up
- Housekeepers: \$10 per person per week
- Caretakers: \$25 and up

If there's anything else you need, please don't hesitate to contact us! If for some reason you cannot open the documents provided, please let us know so we can email or fax them to you!