



PROPERTY POLICY

Please ensure that you have fully read and understood this policy before making your booking.

Check-In is 3:00 PM | Check-Out is 12:00 Noon

Rates are quoted in US currency.

Booking, Rates and Payment Services

A later check in or check out time may be granted, however this **MUST** be agreed with the Reservation Manager prior to arrival and or departure.

The minimum age for check-in and bookings is 21 years.

A government issued ID **MUST** be presented for the guests and all other accompanying persons 16 years and older.

Once you have booked, a **25% non-refundable deposit** is required to secure your requested dates and rooms. Note that full payment is required 7 days before arrival, failure to do so will result in the dates and room being reopened. Bookings cancelled less than 7 days prior to arrival will incur a 50% penalty.

Once you remit the deposit, the renter agrees to the terms and conditions stated below.

Applicable taxes, service charges, and value added tax (V.A.T), will be added to the hotel bill. The taxes, service charges and value added tax shown on your e-mail confirmation are those

currently in effect. Taxes, service charges, room levy etc. are subject to change without notice according to local law.

We reserve the right to cancel a reservation where it appears that a customer has engaged in fraudulent or inappropriate activity.

We are not responsible for noise or disturbance originating beyond the boundaries of the Property or which is beyond our control. Occasionally building work or road work/maintenance and its associated noise may occur which, in many cases, we have little or no control.

When and if we receive notification of any planned work, we will advise you as soon as possible. We accept no responsibility when we have had no prior knowledge.

PLEASE NOTE: There is an animal farm not directly visible, however close enough in proximity to Vale View Manor that noise might be heard on occasion. Note also that there is hardly any smell emanating from said property due to its distance.

Staff Services

There is a main Housekeeper/Cook who will be able to assist you between the hours of 7:00 am – 4:00 pm, Monday – Friday. An additional housekeeper is available on Saturdays and Sundays from 7:00am – 11:00 am, where necessary.

The Housekeepers/Cooks will be responsible for the preparation of breakfast served between 7:30 am – 10:30 am daily.

There are also additional gardening staff that will be seen around the premises from time to time.

We ask that guests respect the fact that the staff will not be on duty 24/7 and note that they are not required to work additional hours or perform additional duties requested by the guests unless agreed to prior with the Property/Reservation Manager.

Security Deposit and Damages

All furniture, fittings, effects, facilities, keys and other devices and equipment should remain in the same state of repair and condition as it was when you arrived. Damages by you or your guests will result in an appropriate deduction from the security deposit.

Note the below security deposits required, which will be refunded within 7 days after departure once there has been no damage occurring during your stay. In the event that damages exceed the stated amounts below, the client will be required to pay the additional cost which will be billed separately.

- USD\$25 security deposit is required for single room bookings
- USD\$50 security deposit is required for Cottage bookings
- USD\$175 security deposit is required for Main House bookings

Complaints

While we are confident that your stay with us will be enjoyable, should you have any queries or complaints, please let the Property/Reservations Manager know as soon as possible. You can also feel free to advise the housekeeper who will surely pass the query/complaint onto the Property/Reservation manager for action. If the issue/complaint is not made known while you are residing with us and reported only after departure, it may cause complication in the resolution of your claim.

Liability of Vale View Manor

We will do our best to ensure that any holiday supplied, as described on our website, and the services offered reach a reasonable standard.

Operational decisions may be taken by air carriers and airports resulting in delays, diversions or rescheduling. The Company has no control over such decisions and is therefore unable to accept responsibility for them.

Vale View Manor shall not be responsible for the death of or personal injury of you or any person named on the booking form or any other person at the property unless this result from proven negligence.

We cannot be held responsible for the breakdown of mechanical equipment such as pumps, boilers, swimming pool filtration systems, domestic equipment, nor for the failure of public utilities such as water, gas and electricity. Once an equipment fault is reported to either the Property staff or villa management, we will do our utmost to ensure that appropriate action is taken to address the fault as soon as possible.

PLEASE TAKE NOTE OF THE BELOW:

- There is NO smoking allowed within the buildings.
- NO pets are allowed on the property.
- The use of abusive language is NOT prohibited on the property.
- Please note that we are surrounded by neighbors, therefore please be respectful.
- Music must not be played at an excessively loud level. No loud sounds (above 70db) is allowed after 9:00 pm or before 9:00 am and no amplified sound at any time unless authorized by the Property/Reservation Manager.
- At all times, the driveways must be kept clear.
- Any guest or visitor engaging in or arrested for any illegal activity including the possession of illegal substances are in violation of this agreement.
- No nudity, as defined by Barbadian laws or practices, shall be permitted anywhere in the common areas of the property including the building, grounds, and the pool/pool deck.
- Guests who use the common elements (e.g. the swimming pool, the car park, the laundry, the gardens, the living/dining areas and patios) should do so in a manner that does not affect negatively the use and enjoyment of these common elements by other guests or does not deprive other guests of the use and enjoyment of these elements.
- All valuable items left on the property are done so at your own risk. We are not responsible for loss, damage or theft or any other security related incident howsoever caused. When renting the property, it is your responsibility to ensure all doors and windows are securely closed when leaving the property and at night. Also, please use any safe provided and take proper care against theft.
- House parties and social events, including dinners and family reunions and/or ANY activity that would involve non-registered guests being on property, are strictly prohibited without authorization from the Property/Reservation Manager prior to arrival.
- NO other guests are allowed to stay in the rooms of the property that were not indicated in the guest list upon arrival or advised and approved of by the Property/Reservations Manager.
- Exceeding the above occupancy limits or falsifying occupancy is strictly prohibited and is a violation of this agreement.
- Please note that although a housekeeper is on hand, any garbage can be placed in the bins located in the garage of the property.

- Note that the housekeeper may need to enter the rooms to perform cleaning services during your stay. Please ensure that permission is granted, and an appropriate time is given to do so.
- Please ensure that all keys are returned to the Property/Reservation manager on departure.
- No persons not in the arrival party should receive any keys or passcodes of the property.
- Items from the property are NOT to be removed from the property on departure. This is theft and the guest will be billed accordingly, or further legal action taken if necessary.
- Management will inform guests near any room renovations are to be carried out, when the work is to be started and the estimated period for such work to be completed.
- It is understood that alterations or improvements to rooms will be carried out from time to time requiring the use of equipment and methods resulting in excessive noise such as hammering, sawing, drilling, and chipping. In such cases, any work involving noise shall be performed only between the hours of 9:00 AM and 5:00 PM, Sundays and public holidays excluded. Major projects should be scheduled for completion within the shortest time possible and notification given to the guests if necessary.
- Guests shall not throw trash or food particles from any balcony, patio or corridor.
- Guests shall not do or permit anything to be done, or keep anything in the units which will:
 - Increase the risk of fire or the rate of fire insurance on the building or on the property,
 - obstruct or interfere with the rights of any other guest or in any way injure or unreasonably annoy them
 - deposit dirt or cause smells in the building
 - conflict with laws or with the regulations of the fire department or with any insurance policy carried
 - conflict with any of the rules and ordinances of the Ministry of Health.
- Although Barbados is a relatively safe Island, please be aware that like everywhere else in the world there are some people with malicious intent. Therefore, please be alert when walking on the roads late at night or in lonely areas and stick to lighted areas as much as possible. Also, when leaving and entering the property, especially at night, be vigilant. Please ensure that exterior lights are turned on at night.

Swimming Pool and Pool Deck

- There is NO lifeguard on duty.
- Proper swim attire is required when using the pool or lounging around.
- Persons using the pool do so at their own risk and Vale View Manor shall assume no responsibility as to any accident or other damage that may occur pursuant to its use. As

the pool is not supervised, children under 12 shall not use the pool unless under the supervision of an adult.

- No diving or jumping is permitted into the pool.
- No running or pushing should be permitted around the pool or on the elevated lounge area.
- No persons under the influence of alcohol should be permitted in the pool or in the elevated lounge area.
- A cleansing shower must be taken immediately before entering the pool, and before reentering the pool after using the washroom facilities. Oil and debris make it difficult to keep the pool clean.
- People who appear to be afflicted with cuts, skin disease, infectious diseases, colds, fever, infection, or other physical ailments are prohibited from entering the water.
- No person shall engage in excessive splashing boisterous play, running, screaming or yelling in or around the pool area which may disturb other swimmers and guests.
- No person shall play loud music or cause loud music to be played in and around the swimming pool that is so loud that it will interfere unreasonably with other guests.
- No person shall pollute the water in the swimming pool in any manner. Young children should wear fresh diapers where applicable.
- Flotation aids are permitted in the pool but must be removed following use. Such aids shall not be stored or left anywhere in the common element of the property when not in use.
- No garbage or missiles are to be thrown or disposed of in the swimming pool.
- For safety reasons it is recommended that bathers with hair shoulder length or longer wear bathing caps.
- Under no circumstances shall breakable bottles, containers, glassware, tableware and similar items be permitted in the pool, on the pool deck or on the elevated lounge area.
- Guests are responsible for making good any damage which they may have done to the pool or pool furniture.

Driveway and Parking Area

- Care must be exercised when entering, parking or leaving the parking lot and parking areas. The speed limit in the entrance to property and in the parking area, is no more than 10 kilometers per hour.
- No car radio or other sound carrying device may be used in the parking areas in such a manner as to be audible from the outside of the vehicle.
- Persons using the parking area do so at their own risk. Vale View Manor is not responsible for any accident, damage or theft of property.

Laundry Areas

- Guests using washing machines shall, at all times, give due consideration to water conservation.
- Guests and housekeeping persons using the equipment in the laundry room shall:
 - not place excess soap liquid or powder or other relevant substance in the washing machines
 - place bleach and/or fabric softener in the correct section of the washing machine; and
 - not overload the washing machine.
- Washing and drying of shoes, pillows, large bedspreads, heavy floor mats and similar large and heavy items in our laundry equipment is strictly forbidden.
- Guests are required to remove their laundered items from the washing and drying equipment as soon as possible after their laundry has been completed. At no time shall laundry be left in the washing machines or in the clothes dryers overnight.

Force Majeure

We regret that we cannot accept responsibility for loss, damage, disruption or cancellation of your holiday which has been prevented or affected by "force majeure". This would mean in a case of unusual or unforeseeable circumstances beyond our control that resulted in unavoidable events even if every opportunity to exercise due care had been taken. For example: War, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disaster, fire, travel disruption, adverse weather conditions, water level changes and all other similar events outside of our control. You must ensure you have adequate travel insurance for your holiday and claim via your insurance company.

Cancellations made by us as it relates to matters outside of our control (eg hurricanes), we will provide a full refund to the guests.

I UNDERSTAND AND AGREE THAT THE HOST OF THE PROPERTY WILL NOT BE LIABLE FOR ANY PROPERTY DAMAGE, BODILY INJURY OR DEATH TO RENTER, FAMILY OR GUESTS OF RENTER, FROM OR DUE TO ANY CAUSE OR ACTION, ARISING DURING THE OCCUPANCY OF THE SAID PROPERTY INCLUDING BUT NOT LIMITED TO USE OF SWIMMING POOL, GYM, BBQ BY GUEST, FAMILY OR GUESTS.