

# **Passport, Ltd.**

## ***Exclusive Villa Rentals***

### **TERMS AND CONDITIONS**

#### **LIABILITY:**

Passport, Ltd. is acting hereunder as agent for accommodations, and assumes no liability for property loss or damages, nor liability for injury, accidents, delay, or irregularities which may be occasioned either by reason of defect in any vehicle or the acts of any company or persons engaged in conveying passengers to and from their villa. Transportation (airlines, rental cars and taxis) are supplied by providers who operate independently of Passport, Ltd. We assume no responsibility, therefore, for any loss, injury, or damage to person or property because of the acts of those providers.

Normal precautions regarding security should be observed at all times. Unfortunately, theft occurs in the Caribbean, as it does elsewhere in the world. Guests are responsible for their villa, and are expected to insure that all windows and doors of unattended areas are secured. We request that you not take expensive jewelry, designer luggage, or items of excessive value on your vacation. In addition, we suggest that you carry traveler's checks in lieu of cash in excess of \$300 per person.

#### **VILLA CHECK IN/OUT:**

Villa check-in on arrival is normally 1:30pm, and check-out 11:00 am. However, if there are no guests occupying your villa on arrival or departure days, we will make every effort to arrange for more convenient times.

#### **COMPLAINTS AND MAINTENANCE:**

Passport, Ltd. will make every effort to keep all villas and their inventories in good working order. In case of a maintenance problem, we will strive to repair the problem as soon as possible after being notified. However, no refund or rate adjustment shall be made for unforeseen mechanical failures such as the supply of electricity, water, pool filtration systems, air conditioning, television or cable services, appliances, etc. It is the guest's obligation to report any problems or damage immediately to us or our local representative.

In addition, please be advised that most Caribbean islands experience occasional water pressure problems due to sporadic shortages in water supply, and are completely out of our control.

#### **SUBSTITUTION:**

Passport, Ltd. reserves the right to substitute comparable or better accommodations without liability, should the villa reserved be deemed substandard by us for any reason. If comparable accommodations are not available, guests may receive a complete refund of all pro rated rent and taxes for the original villa.

#### **CAPACITY OF VILLAS:**

The total number of persons allowed in the villa at anyone time is restricted to the number of persons scheduled and paid for. Should a group misrepresent themselves, they will be required to pay for the additional persons immediately, or shall vacate the villa without refund. Exceptions are made for infants only; if sleeping in a baby crib, they are not included in the villa's total head count.

#### **QUIET ENJOYMENT AND PARTIES:**

Passport, Ltd. wishes to maintain a peaceful, relaxed atmosphere for the quiet enjoyment of guests. We rent to responsible adults. NO house parties or functions such as weddings are allowed without advance permission. Guests shall be sufficiently quiet and peaceful, so as not to disturb other residents of the neighborhood.

# Passport, Ltd.

## PHONE CALLS:

If your cellular phone service is with Bell South, Cingular Wireless, or A T & T, and you are signed up for "roaming service", your phone will work in Jamaica, albeit expensive. You may also establish service for any cell phone at a DIGICEL store in your area. However, the simplest way to place long distance calls is to dial collect, or purchase a pre paid phone card ( a staff member or your driver will be happy to assist you with this). If you have a long distance phone card, it will not work in Jamaica.

## COMPUTERS:

Most all villas have DSL lines for your laptop. Many villas have computers in house for your convenience. However, if not, internet service may be established in advance or on arrival by contacting INFOCHANNEL: PH: 876 978 2960, FAX: 876 978 2966, or EMAIL [icquery@infochan.com](mailto:icquery@infochan.com). Simply give them your villa phone number and major credit card and you will be up and running in no time. Remember to advise your staff when you are on line so they won't pick up an extension and break your connection.

## ACCOMMODATIONS & STAFF:

If you are a Passport, Ltd. Regular, you already know the joys of villa living. If this is your first experience, we hope you'll become a regular. Although our villas vary in price, size, and location, each combines the attractions of the Caribbean with all the comforts of home, and the personal service of a dedicated staff, ensuring a relaxing, carefree, memorable vacation. The number of staff members usually depends on the size villa you have selected, but always consists of a cook or chef to prepare all meals, snacks, and hors d' oeuvres, a butler or server to assist with meals and prepare your favorite beverages, and a housekeeper to make your beds, wash and change linens, and keep your villa clean and orderly. Your gardener, who sometimes doubles as butler in the evenings, will maintain the grounds, pool, and pool area. In addition, a laundress or other staff member will provide complimentary laundry service for your personal items. Tipping is customary, and the recommended gratuity for staff services, based on the villa only rate, is 10% high season and 15% low. If arrangements have been made for a driver, or if a driver is included with your villa, an additional gratuity for his services is recommended.

## VILLA CHECK IN / CHECK OUT:

Villa check in time is 1 :00 pm and check out 11:00 am. If we do not have guests in the villa on the day of arrival, we will make every effort to arrange for early check in. If there are no guests arriving on the day of your departure, we will make every effort to arrange for late check out.

## TOURS AND EXCURSIONS:

There are numerous tour companies which offer a variety of excursions featuring river rafting, horse back riding, great houses tours, rum distilleries, and botanical gardens, and of course Dunn's River Falls among others. Phone numbers and detailed information is included in your package and also may be found in your villa. However, if you have prearranged personal transportation, your driver will be happy to provide most of the same services.

## ACTIVITIES:

Some villas, depending on location, have special arrangements for guest privileges at a nearby resort including water sports, golf, tennis and entertainment. Your Confirmation and Itinerary form will specify if such privileges apply. Otherwise, you are never far from public facilities providing all of the above and more.

## LAST BUT NOT LEAST:

We sincerely hope you enjoy your villa vacation, and will do our utmost to see that you do. If you encounter any difficulties that require special attention, please call our local property manager or Passport, Ltd. collect ( See phone numbers at bottom of "Confirmation and Itinerary" form). HA VE A WONDERFUL TRIP!