

# HILL RISE HOUSE

## NEVIS, WEST INDIES

### BOOKING CONDITIONS

(if booked with the owners - otherwise the agents' conditions apply)

If I check availability with you, how long before I have to make up my mind?

- **If requested**, we normally hold dates for three days while you finalise your travel arrangements. After that, please reconfirm to us your interest before committing yourself to any other arrangements.

How do I make a booking?

- Let us know your arrival and departure dates, the number of people in the party, the ages of any children, and the accommodation you require.
- We will advise availability and total cost.
- If you confirm this acceptable, we will ask you for your postal address, phone and fax numbers, and request a deposit.
- **If you prefer to book with an agent**, please let us know, and we will be happy to make an introduction. We are represented in UK and USA.

What deposits do I pay?

- If more than six months ahead, 10% to confirm the booking followed by another 40%, six months prior to arrival.
- If less than six months ahead, 50% to confirm the booking.
- We do not ask for a deposit in respect of breakages or damage. We have never had a serious incident, so please do not let us down!
- We will advise you of the amount of final payment due when all deposit money has been received.

When do I have to pay the final balance?

- Six weeks prior to your arrival.

How do I pay and in what currency?

- We are unable to accept payments by credit card. (There are too many credit

- card scams about).
- We ask for payments to be made by inter bank wire transfer in **Unites States dollars**, with senders bank charges paid by the sender. If you have difficulty with this method, please let us know and we can discuss alternatives. If bank transfer charges are carried forward, the actual amount received will be credited to your account with us.
  - Standard international mail services have become so unreliable with checks and drafts either severely delayed or lost, that we no longer accept payments in the mail.
  - If we accept small sums by **personal check in your own currency**, we may ask you to use Fedex or DHL. When your check is banked in Nevis, we will advise you of the amount in US currency which we have received, and your account with us will be credited accordingly. If payment of a personal check is refused, we reserve the right to claim all our costs, including bank charges and any losses on foreign exchange between the local Eastern Caribbean and foreign currencies.
  - Overpayments. Potential fraudsters should note that we only refund overpayments to guests **on arrival**. We never pay money to third parties on behalf of guests.

#### What happens if I fail to make a payment on time?

- First, we will remind you in case you forgot. If we run out of patience, we reserve the right to book another party. If another party is booked, we will return any money paid, less 10% to cover adminstration and banking costs.

#### What happens if I have to cancel?

- You will probably lose all the money you have paid to date. Unlike hotels etc., we only accept one booking at a time, so cancellation is a serious loss to us.
- We cannot make any allowances flight delays, cancellations or missed flight/ferry connections.
- We recommend that you take out **insurance** to cover costs of unavoidable cancellation, delays and missed connections.
- We make refunds entirely at our discretion, and normally only when we are able to secure an exact replacement for your cancellation.
- If we make a refund, we will deduct 10% to cover our administration and banking costs.

#### What happens if I need to change my dates a little?

- If you have booked a busy time of year, there may not be any spare days either side of the dates booked. We'll try to help as best we can.

What is included in my booking?

- **The number of bedrooms, and the number of guests agreed at the time of booking.**
- **Regardless of the amount of accommodation booked, the entire property, including pool and tennis court, are for your exclusive use.**
- **Maid services of our housekeeper Monday to Saturday except public holidays. She has no fixed working hours, but generally she works between 9.00am and 3.00pm. Her duties include making beds, laundry and generally cleaning and tidying up.**
- **Complimentary personal laundry for any items which do not need special care, but we cannot accept any liability for any mishaps.**
- **Garden maintenance.**
- **Pool maintenance twice a week by outside contractor.**
- **Services of telephone (including local calls only), broadband internet, local cable TV services, water (not bottled), electricity, cooking gas, BBQ charcoal and other fuel supplies. Subject to our suppliers being able to deliver.**
- **Cleaning materials, soap, tissues etc.**
- **Bed linen (adult beds only) and household towels, to be changed at the discretion of our housekeeper, otherwise at the request of guests.**
- **High chair and baby cot (not including linens)**
- **A full compliment of kitchen and dining utensils, pots and pans etc.**

What is not included in my booking? (unless specifically agreed otherwise)

- **Transfers to and from St. Kitts or Nevis airports**
- **Car Rental**
- **Food and Drink**
- **Food preparation and cooking (a separate arrangement can be made directly with our housekeeper).**
- **Bed linen for the baby cot. Baby alarms etc. and baby sitting. Baby sitting can be arranged by separate arrangement with our housekeeper.**
- **Tennis racquets and balls (there may be old ones available)**
- **Swimming towels (there may be old ones available)**
- **International phone and fax charges.**
- **The cost of calls when using our local cell phone, if on loan.**
- **Laundering of personal items which need special care. Access to the laundry only by arrangement with our housekeeper.**
- **We reserve the right to make an additional charge if the number of guests exceeds the number agreed at the time of booking.**
- **There is no access to bedrooms not booked, garages, store rooms, pump rooms, and the generator room.**

In the event of a dispute, what happens?

- **We try very hard to meet and anticipate all your expectations. The aim of this web site is to give an honest impression as to what our visitors might expect.**

All questions asked by potential guests prior to booking are answered frankly and truthfully. We would rather have no guests than unhappy guests.

- Please keep in mind that we are on a very small island, and supplies, services and safety standards are not as you might expect in more developed destinations. If we have failed in any way, tell our housekeeper immediately. If she cannot resolve the problem, the owner is only a phone call away.
- Hill Rise is a happy house, we want it to stay that way and will bend over backwards to resolve any grievance. If you are still unhappy, and booked through an agent, take the matter up with them. The owner will co-operate with them fully.
- In the last resort, the laws of St. Christopher & Nevis apply.