



## Guest Conduct Policy | Villa Rules & Regulations

This Guest Conduct Policy is intended to help ensure that all guests are able to participate in a safe and enjoyable vacation and sets forth standards of conduct for guests to follow throughout their vacation.

This policy is not intended to be all-inclusive, and it is likely there will be conduct issues that it does not specifically address. In addition to this policy, guests are expected to comply with applicable laws.

**Safety and security** are everyone's responsibility. If should anyone become aware of someone being injured, or of unsafe or possibly illegal behavior during their vacation, they should immediately report this to their Villa Concierge.

**Boom boxes or loud music** that disturb the neighbors are not permitted. If neighbors report you, security complex can submit fines to the renter of the Villa up to for **\$250 USD**.

**Smoking** is NOT allowed in any of the internal areas of the villa nor the bedrooms. You can smoke freely in the outdoor areas. Violation of this policy will incur in a cleaning fee of **\$200 USD**.

**Visitors** are not allowed unless previously registered at the resort through your concierge. Caribbean Villa Retreats will not be responsible nor has the obligation to register any last minute or night visitors unless they were part of the original name list sent with the final itinerary of your booking.

**Events** are not allowed unless previously agreed upon booking the reservation. Any events agreed upon will be executed only according to the maximum amount of people authorized for that event. If one event has been authorized it does not allow for more events to take place. **Example:** If a wedding has been authorized for one afternoon event, you are not authorized to request nor execute a rehearsal dinner, brunch or cocktail throughout the stay with people that are not staying in the villa.

**Gatherings** at the villa need to be previously authorized when booking the villa and cannot be done without previous consent, this especially includes inviting friends or family staying in other properties to your rented property for meals.

**Verbally abusive or offensive language** directed toward guests, staff members or others is not permitted.

**Inappropriate or abusive behavior is not permitted.** This includes: uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false identification, underage drinking (see alcohol section below), providing alcohol to those under the allowed age (see alcohol section below), possession of illegal substances/items, placing materials (including signs, banners, decorations, etc.) anywhere on the Villa, which may be deemed by management as inappropriate, or any other illegal or offensive conduct.

**Prohibited Items:** Items with Heating Elements or Open Flames Certain items that generate heat or produce an open flame are not permitted on guest suites. This includes hotplates, candles, incense and any other item that may create a fire hazard.

**Weapons, Explosives or Other Dangerous Items:** No weapon, explosive, or other item that presents a risk of harm to persons or property, is permitted on the Villa. Security staff will take items not permitted. Firearms are not allowed on the complex.

**Consequences:** Failure to act in accordance with the villa and resort policy may result with the Termination of the rental agreement without any refunds and the Security Department may force all guests to leave the Villa. Guests that are forced to leave are responsible for their own accommodations and transportation home, at their expense. Caribbean Villa Retreats appreciates your support of this policy and hopes this will be the best vacation you have ever had.