

## **VACATION RENTAL AGREEMENT CANCELLATIONS AND RESCHEDULING POLICY**

**Credits, if issued are valid for up to twelve (12) months. GUEST must re-book their trip for a stay WITHIN three-hundred and sixty-five (365) days from the original arrival date. The subsequent reservation shall be NON-REFUNDABLE.**

### **CANCELLATION OR RESCHEDULE BY GUEST REQUEST**

GUESTS who wish to reschedule or cancel their reservation must communicate their intention both in writing and by phone to MANAGER.

CANCELLATIONS WITHIN 24 HOURS OF BOOKING: Cancellations within 24 hours of booking are fully refundable.

CANCELLATIONS AFTER 24 HOURS OF BOOKING: All payments are fully refundable, minus a ten percent (10%) administration fee, provided that the property is re-rented by another party for the same dates at the same rate. OWNER or MANAGER will make reasonable efforts to fill the vacancy; however, GUEST remains liable for any costs and fees associated with the rescheduling or cancellation, and shall pay the difference between the cancelled or rescheduled rental fee and the amount received by the replacement booking. In the event that the property is not re-rented, GUEST will forfeit any payments already made.

### **CANCELLATION BY OWNER OR MANAGER**

Cancellation by OWNER or MANAGER due to mandatory repairs, or any other unanticipated reason, shall be refunded or credited one hundred percent (100%) back to GUEST.

### **FORCE MAJEURE CANCELLATION OR UNFORESEEN IMPOSSIBILITY/GOVERNMENT SHUT-DOWN**

Cancellation by OWNER or MANAGER due to conditions or events beyond the control of OWNER and MANAGER, such as an island-wide closure or a natural phenomenon that closes the ports or in any way prevents GUEST from checking in shall be subject to a one hundred percent (100%) credit or a ninety percent (90%) refund of any funds already paid. Credits are valid for up to twelve (12) months. GUEST must re-book AND stay within 365 days of the original arrival date. The subsequent reservation shall be NON-REFUNDABLE.