



TERMS & CONDITIONS

1. A deposit of 50% of the rent is payable upon making a booking. Remaining rent is due 60 days before arrival for rental period December - April, or 30 days in advance for May - November.
2. A booking may be cancelled up to 90 days before arrival with a full refund less a 3% processing fee. For bookings cancelled after that date, a portion of the deposit paid at the time of booking will be forfeited in increasing linear proportion up to 30 days prior to arrival. Within the last 30 days there is no refund of rental monies paid.
3. Check-in is from 3pm and check-out is at 11am. Please confirm your itinerary, arrival time or airport collection time at least 48 hours in advance of your arrival with the manager.
4. If for any reason the property cannot be reasonably used or occupied, all rental and deposit monies will be refunded, but the owner cannot be held responsible for other costs arising. Guests are advised to take out travel insurance.
5. If you are not able to get to St Lucia due to government travel restrictions relating to Covid-19, or if St Lucia should change their protocol or lock-down due to a change in circumstances, you will have the opportunity to re-schedule your stay - right up until your date of arrival. This policy does not include flight cancellations – please be sure to take out travel insurance.
6. Cosmos benefits from four full time staff, a manager, chef, housekeeper and gardener/pool manager. Bedrooms are made-up by noon each day. Please indicate to the manager if you prefer not to be disturbed or if you require an evening turn-down service.
7. A buffet continental breakfast is included in the price of renting the main villa. Cooked breakfast, lunch and dinner are available at an additional cost. Please see our website for menu and prices. Please advise requirements for meals at least 24 hours in advance.
8. The manager will take credit card details upon arrival. During the stay, all meals and spa services will be billed and charged to guest's card on a regular basis. Please let the manager know if you would prefer to pay cash and if you wish to use more than one card.
9. Weddings or other celebrations require careful planning and may carry additional charges.
10. Non-residential visitors must check-in with the manager. No more than 2 visitors are allowed at any one time.
11. Additional beds can be made-up in the Garden Studios for children by prior arrangement. A charge of \$75 per child per night is applicable.
12. Villa bedroom air conditioning is restricted to use at night only. Please close all doors and curtains and switch off air conditioning, lights and ceiling fans when leaving your room. Living areas in the villa and the Lodge have ceiling fans only, are open to breeze, and not air-conditioned.
13. Voltage throughout the property is 230, sockets are three-pin (UK standard). Hair driers available on request. Transformers are not available, but we do have adaptors and USB plugs.
14. No running on the terraces that are slippery when wet, nor diving in the pool. The pool does not have a lifeguard, nor is it fenced-off from the main living area.
15. Exercise caution around the Lodge pool. Do not jump or dive in.
16. Cosmos encourages the quiet enjoyment of its stunning natural setting. Please be respectful of other guests on the property and near neighbors, and keep noise levels down. Bluetooth speakers are available for use between the hours of 10am and 10pm after which time music must not be audible outside of the villa premises.
17. Alcohol must only be consumed responsibly and guests must pay heed to the dangers that surround a property set high on a hillside with numerous balconies, pools and terraces. By no means should any guest become so intoxicated as to risk accident or harm to themselves or to the property, or to cause nuisance or disruption.
18. Smoking is only allowed outside and on the terraces. Please request an ashtray from staff.
19. Cosmos is not recommended for toddlers or young children due to hazardous balustrades. Strict supervision of children is required at all times.
20. For all local assistance, manager phone is +1 (758) 519-8476. Email shermika@cosmosstlucia.com