



## *Frequently Asked Questions*

### **ACCOMMODATIONS**

*How many guests does Elsewhere accommodate?*

Elsewhere has five bedrooms and comfortably sleeps up to 10 adults or 8 adults and 4 children. Three king bedrooms each sleep two and the garden view room has twin beds that can also be made into a fourth king bed. The bunk room has four full size twin beds that can sleep two adults (on the bottom bunk only) or four children. Unfortunately, the bunk room cannot be configured any other way.

Listed rates are for a maximum of 10 guests and additional guests will attract an added fee as listed.

We also partner with a two bedroom apartment if you need one or two additional rooms. If you rent both properties and pay the additional guest fee at Elsewhere, we can accommodate all the guests at Elsewhere for meals, pool and beach. Contact us for more information.

For larger groups that need 8-9 bedrooms, we are also beginning to partner with the villa located next door. Contact us for more information.

### **STAFF**

*Is there an extra charge for the staff?*

The staff is included in the price of the villa. It is customary to give gratuity to the staff of 10-15% during high season or 15-20% during low season based on the cost of the villa rental. The gratuity is completely at your discretion based on the service that is provided to you.

*Does the staff stay on property?*

One member of staff will remain on property during your stay.

### **TRANSPORTATION**

*Should we rent a car?*

Some guests choose to rent a car but most do not. The staff can arrange a driver and van for you to hold your entire party whenever you need transportation or you can have a driver and van on standby for the week during your stay.

*Can you arrange transportation from the airport?*

We can arrange a driver to meet you in the customs lobby of the airport and transport you directly to the villa. If guests are coming in on different flights, a driver can meet each flight as it arrives. The rental agreement has a form with the cost and a place for you to provide your flight information.

### **FOOD**

*How does the grocery shopping work?*

Before you arrive, the Chef will pre-stock the kitchen with food and beverages for your first day and breakfast. On the rental form, you can specify what you would like that first day or you can simply indicate "Chef's choice". You can also indicate any beverages you would like including soft drinks, wine, Red Stripe, etc.

When you arrive the Chef will provide you with the receipts and you will pay her for the cost of the groceries for that first day. You can then sit down with the Chef and plan your meals for the rest of the week. If you would like to do the grocery shopping with the Chef, you are welcome to accompany her to the supermarket. If you would rather relax at the villa, you can give the food money to her and she will present you with the receipts for your food, beverages and taxi fare as well as any change.

*What should we budget for groceries?*

Your budget will depend completely on what you choose to eat and drink while at Elsewhere. Normally, guests will average \$35-\$60 per day per person for food and additional costs for alcohol and drinks. As when you are doing your own shopping, lobster, steak and shrimp will increase your costs and chicken will reduce your costs! Local rum and beer will be much less expensive and we recommend you take advantage of the duty free allowance on your way in if you have a special liquor you enjoy. Assume wine is 50%-100% more expensive than you would pay in the US and there is a good selection of all price ranges.

*Can the Chef handle special dietary restrictions like gluten-free or vegetarian?*

As part of the rental form, you can specify any dietary restrictions any guests have and the Chef will be happy to accommodate.

## **PAYMENT**

*How much is the deposit? When is the final payment due? Is there a security deposit?*

We require 50% at the time of booking and the balance 60 days before your arrival. We require you to purchase property damage insurance from VRBO or pay a security deposit. The security deposit will be refunded if nothing is lost, stolen or broken.

*What is your cancellation policy?*

Cancellations more than 120 days before arrival will be refunded less 10% of the total rental amount. After 120 days but at least 60 days prior to arrival, 50% of the total rental amount will be refunded. Within 60 days of arrival no refund will be issued. If booked through HomeAway or VRBO, the stated cancellation policy will apply.

*How much cash will we need to bring?*

You will need cash for ground transportation, groceries and gratuity. The staff can arrange a driver for you if you need to make a trip to the ATM during your stay. For your convenience, we also accept prepayment of some of these expenses so you can use your credit card before you arrive. If you choose to prepay for expenses, please arrange at least two weeks before your arrival.