

Eco Serendib Villa & Spa – Rate/Service Tier Details



Last Minute Special through Christmas!

OUTLINE OF SERVICE TIER INCLUSIONS FOLLOWS ON PAGE 2 & 3

Rental Dates	Bedrooms	Rate/Night Service Tier 1	Rate/Night Service Tier 2	Rate/Night Service Tier 3
Six/Seven Suites (16 guests max)				
January 6 – December 9, 2023	6 to 7	\$3,990.00	\$5,500.00	\$8,900.00
December 10 – 26 (out), 2023	6 to 7	N/A	\$5,000.00	N/A
Dec 27, 2023 – Jan 5, 2024	6 to 7	\$6,000.00	\$6,990.00	\$9,900.00
January 6 – December 14, 2024	6 to 7	\$3,990.00	\$5,500.00	\$8,900.00
Dec 15, 2024 – Jan 5, 2025	6 to 7	\$6,000.00	\$6,990.00	\$9,900.00
Please note that bookings of less than six suites are at the discretion of management				
Presidential Suite				
January 6 – December 9, 2023 (*with exception of November 19 – 26)	1	N/A	\$2,500.00	\$4,500.00
Dec 10, 2023 – Jan 5, 2024	<i>Entire villa must be rented</i>			
January 6 – December 14, 2024 (*with exception of Nov 24 – Dec 1)	1	N/A	\$2,500.00	\$4,500.00
Two- Five Suites**				
January 6 – December 9, 2023 (*with exception of November 19 – 26)	2 to 5	\$2,995.00	\$3,600.00	\$7,000.00
Dec 10, 2023 – Jan 5, 2024	<i>Entire villa must be rented</i>			
January 6 – December 14, 2024 (*with exception of Nov 24 – Dec 1)	2 to 5	\$2,995.00	\$3,600.00	\$7,000.00

Your Health is Important to Us: Special Sanitizing and Other Safety Measures in Effect as a Result of COVID-19

Rates and fees are subject to change until deposit is received & based on minimum 7-night stay
All rates subject to 15% facility fee & taxes (currently 12.5%); \$2,500.00 fully refundable damage deposit is required.

Full house pricing accommodates 16 guests; \$250 ++ Extra Guest Charge per night applies for larger groups up to 18

Otherwise, maximum of two guests per room applies

****For Rentals of 2-5 suites, Cruz Bay Suite, Spa Suite, Coral Suite, Cinnamon Bay Suite, Turtle Bay Suite ONLY**

For midweek change of guests, \$250 per room charge

We welcome families but please note that the villa is not child-proof. Lessee accepts full responsibility for all guests including children.
Children count toward total approved # of guests. An additional refundable damage deposit of \$500 per child under six will be collected, up to \$1,000.

Bookings on Tier 1 are subject to a la carte mid-week housekeeping service at extra charge.

Facility fee includes use of Life Fitness gym, Wi Fi, unlimited calls to mainland USA, pre-arranged access to library to sign out books, 200 + DVDs/Blu rays, yoga mats, house slippers, eight beach chairs, beach towels & portable cooler, two-foot chess set, table tennis, maintenance of hot tub, pool and grounds. Access to sauna and steam is reserved for Tier 2 & 3 guests and is temporarily suspended as a result of Covid-19 precautions.

215-620-8809

ecoserendib@harithproductions.com

www.ecoserendib.com

Rates must be paid in full at the time of booking. Nonrefundable. Valid for bookings thru Dec 31, 2025

Eco Serendib Villa & Spa – Rate/Service Tier Details



Your stay helps protect the environment. Eco Serendib Villa and Spa donates a portion of profits to Island Green Living Association, a St. John non-profit dedicated to sustainability throughout the territory.

Learn more at www.islandgreenliving.org

Tier 1

- Meet and Greet at the Villa upon arrival
- Orientation of the villa including showing and demonstrating how things work in each of the rooms and the villa
- Availability of Manager/Concierge on Duty via telephone and in person during pre-determined hours

Tier 2

- ES signature arrival for group (piano, lemongrass tea, champagne, hors d'oeuvres, cold towels)
- Orientation of the villa including showing and demonstrating how things work in each of the rooms and the villa
- Daily refresher maid service. (Refresher is defined as making beds, cleaning the bathroom and emptying trash.) Please note as part of our mission we will be changing bed linen only once a week. Towels will be changed mid-week. Guests may opt out of this and we will make a \$100.00 donation to non-profit Island Green Living Association.
- Concierge service is available upon request at no additional cost during pre-determined hours and via telephone.

Tier 3*

Please note: Due to COVID-19 precautions, some modifications may be necessary to ensure guests' safety based on conditions at time of visit. Thank you for your understanding.

- “At your service” butler style package. Professional staff available from 7am to 7pm each day.
- Butler style service includes:
 - Meet and greet upon arrival at the villa
 - ES signature arrival (lemongrass tea, champagne, hors d'oeuvres, cold towels)
 - Luggage placed in each room.
 - Show and demonstrate how things work in each of the rooms and the villa
 - Prepare snacks and beverages, during the above hours. Provisioning costs additional
 - Pool towel and beverage service

- Twice daily maid service in common areas
 - Morning coffee service complimentary
 - Prepare made-to-order breakfast as requested, provisioning costs additional
 - Prepare & pack picnic lunch when needed, provisioning costs additional
 - Cook provided to prepare dinner for arrival day, provisioning costs additional
 - Beach towels and beach chairs prepared
 - Tidy dining table and kitchen morning and afternoon (lunch)
 - Wash dishes and clean the kitchen sink
 - Kitchen oven cleaned upon request or mid-week if used and needed
 - Clean barbecue
 - Pack pool toys and dry off pool towels each evening
 - Personal laundry at the villa or coordinate two day laundry/dry cleaning service
 - Coordinate grocery shopping/provisioning
 - Organize daily maid service, evening turn down service (guests should be out of the room to adhere to social distancing)
- Daily refresher maid service to include making beds, cleaning the bathroom, sweeping and mopping floors, emptying trash and general straightening. Please note as part of our mission towels will be changed mid-week. Guests may opt out of this and we will make a \$100.00 donation to non-profit Island Green Living Association.
 - Your host, also known as assistant/butler/inn keeper (one staff member), will be available to you between the hours of 7 am – 12 pm and 2pm – 6 pm, and at other times via telephone. This is the person to go to for all needs.
 - Bell staff member available the day of arrival and departure.
 - Full service housekeeping staff will be available to attend to all of the above listed duties.
 - Housekeeping Staff #1
 - 8:00am – 12:00pm
 - 12:00 – 1:00pm Lunch Break
 - 1:00pm – 5:00pm
 - Housekeeping Staff #2
 - 10:00am – 2:00pm
 - 2:00 – 3:00pm Lunch Break
 - 3:00 – 6:00pm

****Please note, at least 30 days advance bookings are necessary for full Tier 3 service.***



Eco Serendib Villa and Spa Terms and Conditions

(Revised 07/23)

Arrival: _____ Departure: _____

This Villa Rental Confirmation becomes a binding agreement upon receipt of this signed terms and agreement and deposit by 5 Star Real Estate Development, LLC. This document states the terms and conditions concerning this villa rental between you,

_____ (the "Guest"),
and 5 Star Real Estate Development, LLC, d/b/a Eco Serendib Villa and Spa.

The terms of this agreement will supersede any other verbal or written agreement. Hence kindly read it carefully. Receipt of this signed agreement and the deposit constitutes acceptance and agreement to the terms, conditions, limitations and restrictions as printed below. If you have any concerns with any of the following, please email 5 Star Real Estate Development, LLC's management company, Harith Productions, LTD, before you send us your rental deposit monies (ecoserendib@harithproductions.com).

OUR PAYMENT

The total invoice amount for reservations is due within five days following your reservation confirmation. Failure to make this payment subjects your reservation to automatic cancellation without notice. Payment is accepted in the form of wire transfers.

CANCELLATION POLICY AND RESERVATION CHANGES

All cancellations and any request for changes to your reservation (such as date changes or changes in the number of persons) must be made IN WRITING. In the case of cancellations, 5 Star Real Estate Development, LLC will retain 100% of your total rent as full liquidated damages. However, if your cancelled dates are rebooked to another guest at the same rate, 80% of your rental monies will be returned to you for the nights rebooked, and 20% will be retained by 5 Star Real Estate Development, LLC as full liquidated damages.

No concessions will be granted unless there is a serious problem with the property which cannot be remedied within 48 hours, and/or which causes the guest extreme, undue discomfort (see also Complaints and Maintenance below).

Spa service cancellations must be made at least 10 days prior to the reservation or guest will forfeit the full charge.

We highly recommend travel insurance.

Please Initial Here (Guest)

INTEREST-BEARING ACCOUNT

Guest understands that all rental monies shall be deposited in an interest-bearing escrow account until the rental begins, with any and all interest accrued to the benefit of, 5 Star Real Estate Development, LLC.

Please note that offshore banking practices apply to the Caribbean islands, and American debit cards should have the Visa or MasterCard imprint to be accepted down here. Please travel with your American Express, Master Card or Visa credit cards.

SECURITY/DAMAGE DEPOSITS:

A refundable security deposit of \$2,500 is required for each reservation. An additional security deposit of \$500 per child under six will also be collected, up to \$1,000. Security deposits are fully refundable within 30 days following your departure, provided there are no claims against it, such as, but not limited to damage, missing items, additional cleaning for villas left abnormally dirty, long-distance calls charged to the villa's telephone, and other charges incurred before, during or after your stay, still outstanding. All normal utilities (except for international phone calls or careless or extremely excessive use of your villa's water supply) are included in your rental price. You hereby agree to pay 5 Star Real Estate Development, LLC on behalf of the owner of your villa, the cleaning or replacement costs for all damages to personal property or to the real estate, which may occur as a result of your occupancy, excluding normal wear and tear. Guest agrees to take all reasonable steps to ensure that your family and other guests in your party adhere to the rules and regulations respecting your villa. Rearranging the furniture or removing any items from the villa is prohibited. **Please note, excess sand inside the villa will result in \$250 - \$500 extra cleaning charge. An outdoor shower is available to rinse off excess sand.**

LIABILITY:

5 Star Real Estate Development, LLC is acting hereunder solely as agent for accommodations, and assumes no liability for property loss or damages, nor liability for injury, accidents, delay, or irregularity which may be occasioned either by reason of defect in any vehicle or the acts of any company or persons engaged in conveying passengers to or from their villa. Transportation (airlines, ferries, charter vessels, rental cars and taxis) is supplied by providers who operate independently of 5 Star Real Estate Development, LLC. We assume no responsibility, therefore, for any loss, injury, or damage to person or property because of the acts of those providers. Furthermore, Guest is responsible for his villa during occupancy, **must lock villa's windows and doors securely at all times when not on the premises**, and must exercise care in securing all personal property. Please note that any thefts due to improper securing of the villa are the liability of the guest.

5 Star Real Estate Development, LLC is privately owned. The villa owner reserves the right to refuse service or rentals to anyone at their complete discretion.

Please note that Eco Serendib is **not child-proof** and guests assume all responsibility and liability for minors while on property. Also note that guests are not allowed to enter the organic garden. Please be mindful that the sloping hill is treacherous, entry is dangerous and should not be attempted.

Please Initial Here (Guest)

COMPLAINTS AND MAINTENANCE:

5 Star Real Estate Development, LLC shall use reasonable efforts to keep the villas in good working order. In case of a maintenance problem, they will strive to repair the problem as soon as possible after being notified. They reserve the right to be allowed a reasonable period of time (up to 48 hours) to cure a reported problem. Please be aware that during heavy storms, in rare cases we have encountered minor leaks which can only be rectified once the rain ceases.

No refund or rate adjustment shall be considered for unforeseen mechanical failures should they be remedied within 48 hours. Due to our tropical destination, services such as internet and cable service cannot be guaranteed. It is the guest's obligation to report any problems or damage to their villa immediately, regardless of the hour.

CHECK-IN and CHECK-OUT TIMES:

Check in time is 3:30 pm and check out time is 10:00 am. Please understand we only have approximately 5 hours to have the villa ready for the next guest arrival. In the case of no guests checking in, with prior approval a 30 minute grace period will be allowed. After 10:30 am an automatic \$500 charge per hour will be incurred. Such approvals must be obtained via email from the villa manager.

ENTRY INTO VILLA:

5 Star Real Estate Development, LLC or its staff may enter your villa to perform regular maintenance and any repairs as necessary.

SUBSTITUTION:

5 Star Real Estate Development, LLC , has the right to substitute comparable or better accommodations without liability, should the villa reserved be sold, be out of order, been inadvertently double-booked, or be deemed substandard by us for any reason. If comparable accommodations are not available, Guest may receive a complete refund of all pro-rated rent and Hotel Tax paid for the original villa.

VILLA KEYS:

5 Star Real Estate Development, LLC shall charge the guest \$100 for each set of lost or mishandled keys; if it is the main entrance key, a re-keying cost will be billed as a pass-through cost. There will be a \$50 charge for lockouts. Guest is required to follow all instructions precisely on where to leave your villa keys when you depart - call the villa manager if you are unsure!

CAPACITY OF VILLAS:

The total number of persons allowed in the villa at any one time is restricted to the number of persons scheduled and paid for, based on two persons per bedroom. Should a group misrepresent themselves, they will be required to pay for all excess persons. Infants under 2 years old are included in the villa's total headcount. Only registered guests are allowed to be at the villa. Non registered guests are allowed according to the special event guidelines and costs associated will be charged. On a case-by-case basis we will consider exceeding our stated maximum capacity and there will be a charge of \$250.00 (plus 15% facility fee and 12.5% tax) per occupant, per day.

Please Initial Here (Guest)

No outside vendors (caterers, chefs, cleaning crew, spa therapists, etc.) are allowed to enter the premises without prior approval. Eco Serendib maintains a pre-approved list of such vendors. All vendors are expected to carry sufficient liability insurance and list Eco Serendib Villa and Spa as additionally insured. Guests are responsible for the actions of all vendors that are paid direct. (Includes babysitters)

DRUGS AND HAZARDOUS MATERIALS:

Guest and members of the party shall not use or permit to be brought into the villa any illegal substances, flammable fluids (e.g., gasoline, kerosene, naphtha or benzene), or other explosives or articles deemed hazardous to life, limb or property.

HOUSE RULES:

We are delighted you have chosen Eco Serendib Villa and Spa as your “home away from home” on St. John and will do everything in our power to ensure it is a pleasant and memorable stay. In order to ensure the safety and enjoyment of our guests, the security of the villa and the serenity of the community, we ask that you observe the following House Rules:

SMOKING:

Eco Serendib Villa and Spa, including all outdoor areas, offers a completely smoke-free environment. Please note there is absolutely NO SMOKING allowed on the premises. Evidence of smoking will cause immediate eviction and forfeiture of guests’ entire rent and damage deposit. Please walk to the top of the driveway and enjoy the wonderful view if you wish to smoke.

NO PETS:

Pets of any kind are NOT allowed in or on the villa’s premises. A pet or evidence of a pet found on premises will cause immediate eviction, and forfeiture of Guest’s entire rent and deposit.

GROUNDS:

In order to maintain the vibrant beauty of our landscaping for future guests, please refrain from picking ANY flowers or disturbing the plantings and vegetation. For your safety, please do NOT attempt to enter the organic garden or harvest items yourself. Harvesting is NOT part of the rental package. Any evidence of harvesting will result in a \$500 fee.

OUTDOOR RECREATION:

Please kindly cover the table tennis/pool table when not in use so it is protected in the event of inclement weather. Thankfully our rain showers are typically brief but because weather patterns can be unpredictable, we appreciate your compliance.

We provide a full range of non-breakable, pool-friendly dishware and cups for your outdoor enjoyment. Please do NOT use regular plates and glasses outdoors.

There is NO life guard on duty. An adult MUST accompany children at all times by the pool.

Please Initial Here (Guest)

CONSERVATION:

Please assist us in our efforts to conserve energy and protect the environment by turning off air conditioners and lights when not in use. For your safety, night lights are provided in each room and the fan light can remain on in the kitchen.

Please also be mindful of running water needlessly and hang wet towels up to dry. There is a clothes line provided for your convenience. Additionally, in order to protect the septic system, please refrain from flushing any items other than toilet paper.

INDOOR ENJOYMENT:

Please enjoy our games, DVDs, etc. available in our grand room and remember to carefully return all items for the enjoyment of future guests.

Please refrain from laying any items on the piano.

Please supervise your children closely and for their safety, do not allow them to climb on furniture.

Please avoid staining towels. We provide make up removal pads for your convenience. Please note that we must charge for the replacement of damaged/stained towels and sheets.

Please note waffle robes are available to those booking on Tier 1. Those booking on Tier 2 have use of Frette robes as well.

It is understood by the Guest that due to our location, cable and internet service may at times be spotty. We will work closely with our cable provider should guests experience issues in order to limit any inconvenience caused by interruptions.

We invite you to enjoy the comfort and luxury of our retreat. Many of the items at the villa, such as prints, linens, robes, cookware, etc. are available for purchase. Please just ask and we will do our best to source items for you. **Regrettably, the cost of any items missing from the villa will be deducted from the damage deposit.**

FACILITY USE:

Please note that due to COVID-19 precautions, sauna and steam are temporarily unavailable. Entrance to the Spa is only permitted with scheduled reservations. The spa tub is reserved ONLY for scheduled spa treatments.

Please shower before getting into the Bullfrog hot tub and refrain from lotions as this is damaging to equipment.

Use of the boardroom is available with advance reservation at no additional fee to those staying on Tier 2 and 3. Tier 1 guests may reserve the boardroom for meetings at a fee of \$250 per day.

Please Initial Here (Guest)

SECURITY:

For your protection as well as the villa, please lock all doors when you are going to sleep or leaving the villa. Please note that we have installed security cameras along the perimeter of the villa including the driveway.

LAUNDRY:

Please note that only personal laundry is to be done at the villa. Any towels, sheets, etc. are to be handled professionally by the villa management, please do NOT attempt to clean these items by yourself. If you would like to use an outside service (at your cost) for your personal laundry needs, we are able to arrange two day or less laundry service with free pickup and delivery.

HOUSEKEEPING/GARBAGE REMOVAL (TIER 1 ONLY):

Guests staying at the Tier 1 service level have the option of arranging housekeeping service on an a la carte basis. Please call for prices based on scope of expected work. If you opt NOT to arrange housekeeping service, you will be responsible for your own garbage removal. As St. John does not have trash pickup service, it will be the guests' responsibility to drop off refuse at roadside trash dumpsters. Your Greeter will explain where to drop off trash during the property orientation. However, refuse left outside will be disposed of by our staff for a \$50 fee per trip. Please note – this is ONLY for those staying at the Tier 1 level; housekeeping and trash disposal is provided to those on Tier 2 and Tier 3 levels.

QUIET ENJOYMENT AND PARTIES:

5 Star Real Estate Development, LLC wishes to maintain a family atmosphere for the quiet enjoyment of guests. We rent to family groups and responsible adults only; absolutely NO house parties or functions such as weddings are allowed without signing the Special Events and Weddings agreement in advance. Guests shall be quiet and peaceful, so as not to disturb other residents of the neighborhood, particularly after 10 pm at night. If Guest is found to have had a wedding or any sort of group gathering for more persons than officially scheduled and paid for at the villa, and has not signed the Special Events and Weddings agreement, guest is subject to forfeiture of entire villa security deposit to the villa's owner, at the discretion of 5 Star Real Estate Development, LLC.

INNKEEPER RESIDENCE:

Please note that our innkeeper resides in a private, detached dwelling on the grounds. Although Tier 1 & 2 do not include full time staffing, please feel free to reach out to our inn keeper in case of emergency. Upon check-in you will be provided with a cell number of the manager on duty.

SPECIAL EVENTS/WEDDINGS (TIER 1):

For functions held at the villa attended by guests not staying at the villa, a special event fee will be charged. The fee, based on six hours, will include a Manager on Duty and a housekeeping staff member.

Guests 17—24 ----- \$ 10,000.00

Guests 24- 30----- \$ 12,500.00

Guests 30- 40----- \$ 15,000.00

If you are on Tier 2 or 3

Guests 17- 24 -----No extra charge.

Guests 24-30----- \$ 1,500.00

Guests 30-40----- \$ 2,500.00 (Tier 3) & \$5,000.00 (Tier 2)

If alcohol is served it is mandatory to book taxi/limousine service to transport guests.

Eco Serendib vendors will provide all food for all special events. Only Eco Serendib approved vendors are permitted to provide services at the villa.

RATES AND PRINTING ERRORS:

The information pertaining to the villa is accurate at press time, and our web site is updated from time to time. 5 Star Real Estate Development, LLC is not responsible for printing errors or inadvertent omissions. Prior to signing the agreement, all rates and villa details are subject to change without prior notice.

Please check our website for the latest and most accurate information: www.ecoserendib.com.

In any dispute arising out of this rent agreement, the laws of the United States Virgin Islands shall apply and the prevailing party shall recover its costs, expenses and reasonable attorneys' fees.

Please Initial Here (Guest)

GUEST REGISTRATION:

Please provide the names of all guests staying at the villa below as well as the ages of minors under 18 (these can be changed up to the day of arrival):

1. _____	2. _____
3. _____	4. _____
5. _____	6. _____
7. _____	8. _____
9. _____	10. _____
11. _____	12. _____
13. _____	14. _____
15. _____	16. _____

Extra occupants/mid-reservation occupant switches with prior approval only:

_____	_____
_____	_____

Please note that mid-reservation occupant switches must be approved in advance and are subject to a \$250 fee per room which will include room turn-over with fresh linens, towels, etc.

All guests are expected to adhere to the terms of this agreement.

SIGNED: _____ **DATED:** _____
5 Star Real Estate Development LLC, d/b/a Eco Serendib Villa and Spa

SIGNED: _____ **DATED:** _____
Guest

Revised November 2016

GENERAL INFORMATION

Name:

Mobile phone number:

Email address:

Emergency contact name & phone number:

Mailing address:

City:

State:

Zip Code:

Please list any food allergies, if any:

Please list any other allergies or special requests/needs, if any:

Have you visited St. John in the past? YES NO

If yes, how many times?

FLIGHT INFORMATION

Arrival airline & flight number:

Arrival flight date:

Arrival flight time:

Departure airline & flight number:

Departure flight date:

Departure flight time:

FOOD & BEVERAGE PREFERENCES (Tier 2 & 3 Guests)

Our favorite snacks are:

☐ Fresh fruit

☐ Salty

☐ Chocolate

☐ Sweets

☐ Fresh Veggies

☐ Cheese & crackers

☐ Nuts

Let us know any specific foods/snacks/drinks your group enjoys - we will do our best to get them for you:

We eat these foods:

☐ All meat

☐ Poultry

☐ All seafood

☐ Fish, but not shellfish

☐ Pork

Our wine preference is:

☐ Red

☐ White

☐ I like both!

SPA PREFERENCES

Please advise spa treatment requests for your group. Refer to the Eco Serendib Spa menu and indicate each guest's name and time preferences:

Treatment 1:

Treatment 2:

Treatment 3:

Treatment 4:

Additional Treatments:

Please indicate name and shoe size for each guest who wishes to book treatments: