



Please complete this form and fax to the number below or scan and email to reserve@oceanparadisecayman.com.

A confirmation email will be sent to the address you have listed on this form upon approval of your payment.

Fax: 305-503-6752. Please call 1-800-586-9249 or 345-924-9249 with any questions.

RESERVATION DETAILS:

Name: _____

Phone: _____

E-mail address: _____

Check in date: _____ Check out date: _____

Number of Adults: _____ Number of Children: _____

Requested Unit #: _____

DEPOSIT DETAILS:

If you are making a reservation 60 or less days prior to arrival then the full amount is required. If more than 60 days then only a 50% deposit is required and the balance is due 60 days prior to arrival.

Full Reservation Amount: \$ _____

Deposit Required on confirmation: \$ _____

Please Initial Here _____

PAYMENT DETAILS:

Credit Card Type: ___ Visa ___ M/C ___ Other Cards (Please Specify): _____

Unfortunately we do not accept AMEX

Credit Card#: _____

Security Code: _____ Expiry Date: _____

Credit Card Billing Address:

(Street) _____

(City) _____ (State) _____ (Zip) _____

Your credit card details will be retained until after you check out at which time all details will be deleted or destroyed as a security measure. We may require you to present your card again when checking in. Please note that the balance owed will be charged to this credit card unless you specify otherwise.

Cancellation Policy

0-60 days notice = 100% Loss of entire rental amount. If we are able to rebook the rental we will refund you less any difference in the amount of the original and new booking.

60+ days notice = Deposit refunded less 15% of Total Rental Cancellation Fee, except when booking more than 1 Home the entire deposit is forfeited. Additionally, Thanksgiving/X-mas/New Year bookings are non-refundable.

I hereby authorize Ocean Paradise Ltd to charge my credit card listed above. I acknowledge and agree to the cancellation policy as stated above.

Cardholder signature (Required):

(By signing this Rental Contract, I, the tenant, agree to indemnify, defend, protect and hold harmless condo owner/representative from any losses, claims, costs, damages, expenses, demands, judgment or the like, including attorney's fees and other expenses of litigation reasonable incurred in connection with any claim, action, suite or proceeding to which Tenant may become involved by reason of leasing or renting. This indemnity shall include but shall not be limited to any and all losses or liability from any cause whatsoever incurred or claimed by Tenant or any person or entity for breach of contract or otherwise, expenses, loss of property by theft, or otherwise, injury to or damages to property, injury or death of any person except for the willful misconduct or gross negligence of Ocean Paradise or its employees. This indemnity shall survive by the expiration or earlier termination of this Agreement by any part hereto. I also authorize Ocean Paradise to charge the aforementioned credit card for any excessive cleaning, loss or damage to the property being rented. It is understood that I am responsible for ensuring the property is left in a reasonable condition of cleanliness and in the same condition of repair as when I take occupancy.)

Rental Agreement

1. Check-in/Check-out: Check in is 3:00 pm on the first day of stay and Check-out is 11:00 am of the departure day.

Late departures may be permitted if there is not an arrival of a new guest to occupy your unit on the day of your departure. Please contact us to see if a late departure is possible.

If we have not provided you with permission for a late departure and you continue to occupy the unit after the check out time you will be charged a \$250.00 penalty.

If your late departure results in the arriving guest canceling their reservation you will be charged for any losses sustained from the cancellation.

2. Restrictions: All are non-smoking units. No Pets Allowed. A parent must accompany young singles under the age of 21. You will be charged a minimum of \$250.00 penalty for smoking.
3. Occupancy: All rentals are based on a maximum of 8 occupants. In some cases we may allow additional occupancy however we reserve the right to refuse any request for additional occupancy if we feel it will be detrimental to the property or our other rental guests. Additional guest fees will also be applied on top of the cost of the rental.
4. Deposit: **If you are making a reservation more than 60 days prior to arrival then only a deposit of 50% must be provided to confirm your reservation. The balance is due 60 days prior to arrival.**

If you are making a reservation 60 or less days prior to arrival then the full amount is required.

5. Included Fees : The total reservation amount specified on page 1 includes a one-time linen/towel setup & departure cleaning fee (7 day stay or more or otherwise agreed) of US\$175.00. Please note that although this goes entirely to the cleaners you are welcome (but not obligated) to provide them a gratuity if you wish. We have left an envelope marked tips which you can use for this purpose.

Government Accommodations Tax: The rental amount specified on page 1 includes the Government Accommodations tax which is 13% unless the booking is for a resident of the Cayman Islands. **Residents are required to provide their Cayman Islands driver's license to prove to the Department of Tourism that they are in fact a resident and not taxable.**

After booking any increase in this tax by Government will be due and payable by guest and charged to their credit card.

6. Cancellation: Cancellations made 60 days or less from the arrival date will result in loss of deposit and any remaining balance still owed as per the deposit requirements. Refunds are not issued for No Shows/Early Checkouts. Thanksgiving/X-mas/New Years bookings are non-refundable.
7. Departure: Please ensure that the unit is generally left as it was received. Although cleaning is included on departure this does not cover the unit being left excessively dirty or in a state of disarray. If the home is left excessively dirty you will incur additional charges based the additional cleaning that is required.

Please Initial Here _____

Please take out your garbage, placed all the dishes in the dishwasher and run the cycle, turn off all lights, fans and A/C units. If you have removed a back up key from the lock box due to an emergency situation please return it to the lock box.

- 8. Furnishings:** No towels, linens, glasses, flatware, or dinnerware are to be taken from the unit and off the Ocean Paradise complex. Your unit will contain an inventory list which you can view when checking in. If you notice any missing items please bring them to our attention at this time.
- 9. Telephone Calls:** All local calls from the units are free. Calling cards which can be obtained from our local telephone company LIME may also be used for making international calls.
- 10. Guest Limit:** Total number of guests permitted in your unit is limited to the number for which the unit has been confirmed and paid for.
- 11. Insects:** Flying and crawling insects, lizards, frogs, iguanas and other wildlife are part of the tropical life. While our units are exterminated on a regular basis, you may see these creatures. If you do not have insect repellent, this is readily available at the island's supermarkets and various stores and pharmacies. No refunds will be issued due to the sightings and/or sounds of our island life.
- 12. Maintenance/Utility Disruptions:** Whilst we strive to make sure the villa is in excellent condition, just like your own home, things do break from time to time. In the event of a breakdown or malfunction, we will make every effort to get it repaired or replaced as soon as possible. However, these things often take much longer in the islands, due to equipment availability and as such timely repair or replacement may be out of our control. No refunds will be entertained for mechanical failure of non-essential items such as, but not limited to, pool, dishwasher, washer/dryer/ tv, etc. In addition, no refunds will be allowed for utility outages or disruptions to cable /satellite TV or internet service.
- 13. Safety:** Whilst our islands are relatively safe, please ensure that you lock doors and windows at night and when you leave your unit.
- 14. Lost and Finds:** Ocean Paradise is not responsible for any personal items that are lost, misplaced, stolen or forgotten at the villa. If you feel you have left something behind, we'll make every effort to locate it and return it to you, at your expense.
- 15. Lock Outs:** If you are locked out there will be a US\$65.00 charge for us to come up to the property and open up for you. This also includes unlocking the safe if you forget your safe code.
- 16. Substitution:** We reserve the right to substitute equal or better accommodations if a specific rental unit has been reserved or unavailable for any reason, including but not limited to sale or repair.
- 17. Gatherings/Weddings:** Ocean Paradise is a great place for weddings, receptions and parties. However, such functions require written permission from us and, if necessary, the payment of additional fees.
- 18. Conservation:** We ask all guests to consider conservation measures when practical during their stay. Please turn off lights, fans etc. and do not leave water running. Please report any leaky plumbing immediately.
- 19. Septic:** The units are on a septic system which is very effective. However, if improper matter is flushed the system may well clog. Please do not flush anything other than toilet paper.

Please Initial Here _____

20. Quiet Time: Guests are advised that noise travels easily and that it is important to be respectful of others at all times.

21. Split Stays: If you accept a split stay and plan to occupy 2 or more homes during the course of your stay at Ocean Paradise, please be aware that the normal check-out and check-in times apply.

If you have plans for the day, your packed luggage may be stored temporarily for you until your next unit is available. While we will make every effort to store/keep your perishables, there is no guarantee, that we will be able to do so. If your next unit is available before normal check-in time, we will contact you and arrange a possible earlier time for moving over.

If you do not move out from a particular home at the required time on the date of the move, you will be charged for any loss sustained if the arriving guest cancels their reservation or requests for a discount due to their unit still being occupied by you.

On the day of the move if you have made arrangements with us to return at a certain time to move over to the new home and you have simply not returned prior to the check out time, we reserve the right to move all of your items from the home you are checking out of to the new home you are scheduled to occupy. There will be a \$250.00 penalty charged if we have to move your items.

22. Hurricane Policy: In the unlikely event that we should experience a hurricane this season, there are several things you should know.

(a) WE DO NOT ALLOW GUESTS TO REMAIN IN OUR VILLAS DURING HURRICANES. If predictions indicate a hurricane is headed our way and we are notified by the Cayman Islands National Hurricane Committee that we may be in the path of an approaching hurricane, we will notify you and advise you to fly off the island, or, if this is not possible, to check into a storm shelter. Information on shelters and emergency numbers has been posted in your villas.

(b) Cancellations and Rescheduling: If the National Hurricane Committee has issued a Hurricane Watch, guests who are scheduled to travel within 36 hours or less before a hurricane strikes can postpone and reschedule with no penalties.

In the event of catastrophic damage from a hurricane all guest reservations will be cancelled and refunded less a 10% cancellation fee.

Rescheduling will be suspended until further notice.

In the event there is minimal or no damage to the Cayman Islands or Ocean Paradise guests may reschedule their reservations with no penalties.

Ocean Paradise will guarantee the original rate for rescheduling of reservations up to one year from the first day of reopening after the passing of a storm or hurricane. Ocean Paradise makes no guarantees for the availability of specific dates during this one year period.

Blackout periods apply.

Rate protection will only apply to the number of original nights and number of guests booked. Additional nights or guests will be booked at the current rate.

(c) Early Departure: If guests are on vacation at Ocean Paradise and wish to depart early due to the threat of a hurricane, a certificate for the number of unused nights will be issued.

Please Initial Here _____

(d) IMPORTANT: Once you make plans to leave the island, kindly make sure you call and speak with us before you depart so that we are able to report to the authorities.

(e) Whilst we will try and assist you with advice all guest must hurry to make their own airline and hotel reservations. In this emergency situation we will be busy supervising the shuttering and closing of all of our villas, office and preparing our own families and homes for the oncoming storm. We will appreciate your understanding and your full cooperation to help yourselves under these circumstances.

(f) We highly recommend that you purchase trip cancellation insurance to cover other cancelled expenses. Ocean Paradise is not responsible for airline changes, cost of alternative accommodations or accompanying cancellation fees.

If there is any way we can make your stay more enjoyable, or if you have any additional needs or questions, please do not hesitate to contact us. We hope you enjoy your vacation.

Please Initial Here_____