

## **MAKING A RESERVATION**

### **DEPOSIT REQUIREMENTS:**

A reservation based on our daily rates must be secured by a three-night deposit and the remainder is charged at check-in. Weekly packages (e.g. TROPICAL TRANQUILITY, TOTAL ROMANCE, SCUBA/ADVENTURE PACKAGE) as well as special promotional offers (e.g. TAKE 5, SUMMER SANCTUARY) require an initial 50% deposit upon reservation confirmation with the balance due 4 weeks prior to arrival. Special Conditions apply for the Christmas & New Year Season. After initial deposit, full prepayment must be received for all reservations 8 weeks prior to arrival.

Deposits can be made either by credit card (AMEX, Visa, Master card) or by cheque. Credit card deposits via telephone must be accompanied by a formal authorization letter via fax to [758-459-7700](tel:758-459-7700) or mail stating credit card no, expiry date, credit card holder's name and signature. We are forwarding the suggested form of the authorization letter below. Alternatively, contact [800-223-1108](tel:800-223-1108) with your credit card details. From the UK, call [0800-141-2859](tel:0800-141-2859). If your deposit is made by cheque, please make cheque out to ANSE CHASTANET HOTEL and mail to Ralph Locke Islands, 5801 Willis Avenue, Sherman Oaks, CA 91411-3112 and refer to the dates of your reservation. Cheque payment is possible only if cheque reaches the CA office 4 weeks prior to arrival in all instances.

### **CANCELLATION/SHORT STAYS**

#### **Please take note of our cancellation and reservation amendment policy:**

Cancellation or amendment of reservations are subject to a 3 nights' cancellation fee if notification is not received 21 days prior to arrival for reservations Jan 3 – Dec 19. Christmas/New Year reservations are subject to a 3 nights' cancellation fee if cancelled within 65-22 days prior to arrival. Christmas/New Year reservations are non-refundable if cancelled or amended within 21 days of arrival. A minimum 3-night fee per reserved week applies for short stays. No refund for no shows at any time. We suggest that travel insurance is taken. Credit Card Refunds due to reservation cancellation are subject to a 5% processing fee. Group Reservations and Cancellations terms differ.

Exchange Rates: We charge credit cards in US Dollars. If the US dollar charge is converted into another currency, kindly be advised that currency exchange rates are set by your bank/ credit card service provider and we are not responsible for currency exchange differences.

### **ENTRY REQUIREMENTS**

Visitors must carry passports which must be valid for a minimum of 3 months. Some airlines will refuse boarding if the passport is set to expire within a 3-month timeframe. Visas are not required where the visitor is a citizen of the USA or a Commonwealth country, or where there is agreement for exemption between the home country and St. Lucia. Most European Community countries do not require a visa. Please visit <http://www.govt.lc/services/apply-for-saint-lucia-non-immigrant-visa> if you are not certain whether or not you require a visa. If you require a visa please let us know, so we can assist you with the visa application process.

### **AIRPORT TRANSFERS**

#### **Land Taxi**

We make taxi transfer arrangements on your behalf, once you provide us with your flight details. The taxi transfer charges will be posted to your extras account at the Resort, unless the reservation package you have selected includes the transfers. Transfer charges are approximately US\$ 110 each way for 2 persons from and to UVF and US\$ 125 from SLU airport.

We also offer private airport transfers in luxury sedans. Private luxury sedan transfers are available at a cost of US\$ 195 (UVF) and US\$ 215 (SLU) per couple each way and this can be arranged upon request. If your package, which has been booked at the resort, includes transfers, then a surcharge of US\$ 100 would apply from UVF and SLU. Various SUV models are being used for luxury transfers.

### **Helicopter Transfer**

We are Saint Lucia's only resort with a private helipad. Our helipad is located in the hills behind Jade Mountain, a 5-minute ride away from your sanctuary. The helicopter transfer from UVF airport to our helipad takes about 7 minutes, whilst a land taxi transfer will take about 60 minutes. We will book these helicopter transfers with the island's one and only helicopter company. Our airport representative will introduce you to the helicopter company agent upon your arrival, as you exit the arrival hall. The helicopter agent will take you in their shuttle bus to their screening area and office which is about 200 feet away from the main arrival hall and then on to the take-off location which is part of the airport and just a further few hundred feet away.

The helicopter company requires a minimum of 4 passengers booked on any given flight prior to them sending final confirmation of the transfer to us and which may only come to us the day prior of your arrival day. As there is only one company they enjoy good steady demand and mostly, the final confirmation will come through. The only way to guarantee a helicopter transfer until such a time, is if you wish to purchase a total of 4 seats and will guarantee this in case no other passengers will have booked. As there is a limited amount of helicopters, please know that mechanical issues or weather issues could always lead to last minute cancellation in which case the resort would automatically secure a land transfer for you. There may also be last minute delays over which we will have no influence as they could be caused by a variety of reasons. Please also be aware that your luggage will be transported to and reach the resort separately. Your hand luggage can travel with you. As a guideline please also know that passenger weight should not exceed 250 pounds per passenger. The purchase of a second seat may be required. The hand luggage is restricted to approx. 25 pounds per bag. We thank you for your understanding.

### **Rates for guaranteed reservations**

US\$ 560 per person each way from UVF – Hewanorra Airport (south)

US\$ 610 per person each way from SLU – George Charles Airport (north)

### **Rates for shared helicopter/ minimum 4 persons required to obtain confirmation**

US\$ 280 per person each way from UVF – Hewanorra Airport (south)

US\$ 305 per person each way from SLU – George Charles Airport (north)

### **Rates for private helicopter (purchase of all 6 seats)**

US\$ 1680 in total for 6 seats each way from UVF – Hewanorra Airport (south)

US\$ 1830 in total for 6 seats each way from SLU – George Charles Airport (north)

OTHER USEFUL INFORMATION can be found on link [http://jademountain.com/reserve/booking\\_info.html](http://jademountain.com/reserve/booking_info.html)

**CREDIT CARD AUTHORIZATION**

Attn: \_\_\_\_\_

Re: Reservation for

NAME: \_\_\_\_\_

DATES: \_\_\_\_\_

Credit Card Authorization Form

This is to authorize Jade Mountain at Anse Chastanet Resort to charge my credit card account for hotel accommodations as summarized below. If I cancel my trip, I agree to be bound by the cancellation policy as outlined below.

Date of stay: \_\_\_\_\_ Room Package Type: \_\_\_\_\_

Authorized Charges (Deposit/Balance): \_\_\_\_\_

Guest Name: \_\_\_\_\_

Name as it appears on credit card: \_\_\_\_\_

**\*(if name on credit card differs from guest name, we will require a 3rd party authorization form to be completed, kindly request this from us)**

Credit card number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Credit Card Billing Address: \_\_\_\_\_

**I hereby confirm that the credit card information above is my personal credit card information and that no 3rd party is involved. I understand that I will be asked to present the above card at check in at the resort and will be asked to sign the credit card sales voucher at that time.**

Cardholder's Signature: \_\_\_\_\_

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Please fax this form to us at [758 459 4002](tel:7584594002) to secure your reservation. If this is an e-mail transmission, please print out the form, sign it and fax to us at [758 459 4002](tel:7584594002) or scan and email to Jade Mountain [jademountain@ansechastanet.com](mailto:jademountain@ansechastanet.com). Please be advised that you will be asked to present the above card when you check in at JADE MOUNTAIN and will be asked to sign the credit card sales voucher at that time.