

Vacation Rental Information & Frequently Asked Questions

Deposit Information

A deposit of 50% is required to confirm and hold the property for the dates you wish. This deposit is required within 2 weeks of receipt of your reservation. If the deposit is not received within 2 weeks from the date you reserved the property, the reservation may be cancelled without further notice. Full payment of the rent is required at least 60 days before your reservation.

Arrival Day

Someone will greet you at the airport and help you to secure your rental car. After you acquire the rental car, the representative will take you to your rental villa. The Prestigious Properties representative is not authorized to take any passengers or luggage in their vehicle. If the amount of luggage or persons exceeds the capacity of your rental vehicle(s) our representative will assist you in securing a taxi. In the event that members of your party are booked to arrive at different times, the first set of arrivals will be responsible to greet the remaining guests in the party.

Upon Arrival At The House

Our representative will give you a brief orientation of the home pointing out anything that you need to be aware of. If you have any questions, please feel free to ask them before they leave. You will also be given a contact number which can be used in the event of an emergency or if you have further questions about home or the community in which it is located.

Information At The House

At each house there is a guest book which includes information on the house including the house's phone number. This book will also contain some information on the island including grocery and liquor store locations, hours of operation, and medical contact information.

Damage Deposits

Since we do not collect security deposits, and we do not visit the home until after the guests have departed, all guests are required to sign a Statement of Liability form that indicates that they are responsible for any damage to the property beyond normal wear and tear and for any telephone costs (long distance and internet usage). This form includes credit card information which authorizes the property manager to charge these extra ordinary costs. At Prestigious Properties we do understand that there are situations where things may get broken or damaged that is a result of normal wear and tear, however; excessive damage i.e. to windows, furniture or walls will be billed to the visitor's credit card and are covered under the statement of liability.

Cleaning

The house will be cleaned before your arrival, mid stay and upon your departure. If you have a need for additional cleaning services you can contact your rental manager and they will be happy to arrange it for an additional fee. Please request this additional service before your arrival so that we may have time to coordinate it for you.



Water / Electricity

Water is a precious commodity on the island as there is very little naturally occurring fresh water on Providenciales. All water on island is either captured rain water or processed, making it very expensive and very precious. On Providenciales water costs about 10 times more than in the US, so it would be appreciated if you were conservative in your usage. As with water, electricity is also very expensive and can go as high as 50¢ per kilowatt or higher compared to 6¢ to 8¢ in the US and therefore should also be conserved. Please do not leave fans, air conditioning or lights on when no one is in the room. Also, turn off all non essential outside lights and bedroom air conditioners during the day.

Telephone

All homes are equipped with phones. The cost of local calls is included in the weekly rental rates. However, long distance and internet usage is not included.

You will see advertisements on island for 'Easy Internet Access'. The cost of this service is extremely high and any usage will be billed to the guest's credit card.

Getting Around The Island

There are taxis available on island, however due to unreliability and high cost, we recommend that you rent a car. If you require some help in securing the rental car reservation, please let us know and we can assist you prior to your arrival.

Checking Out

Check out time is between 11:00 am and 11:30 am. This check out time will be strictly enforced as we normally have back to back rentals and require the time to ready the house for the next guests.

Refund Policy

If you cancel more than 60 days prior to your arrival, there is a full refund of your monies on file (Less a \$150.00 administration fee and credit card charges.) With cancellation notice of less than 60 days prior to your arrival date, you will lose the full balance of your monies on account unless Prestigious Properties is able to rebook the dates with another guest. There will be no refund to guests if there is a late arrival or an early departure or inclement weather encountered during the stay. Also, please note that the Turks & Caicos Islands, more specifically Providenciales, is a rapidly developing island nation. As such, there is the chance that there may be construction or noise near the property. Prestigious Properties is not responsible and will not refund in part or whole any funds due to noise pollution or other disturbances on adjacent or neighboring properties. Please note, these homes are privately owned and decorated by the owner's according to their individual tastes. There will be no refund if you do not like the decorations or layout of the house.