



# Reservations Policy 2026

## Summary

We request full payment to reserve your room, suite or villa, which is non refundable. Securing your reservation means you accept all terms and conditions detailed here. Payments can be made by direct deposit, wire bank transfer, secure banking link or credit card. Please contact us for bank transfer details and our mailing address.

House rules:

1. No pets as we have our own dogs on the property (therapy and guidance dogs allowed).
2. Check in is 3pm Check out 11am.
3. No outside food and drinks allowed on the property, especially in dining area or by the pool side.
4. No loud music by pool side or in the rooms.
5. All guests will be required to show ID on check in.

# Lashings Hotel and Villas Full Terms and Conditions

Nightly rates are in US dollars and do not include service fees, taxes, or refundable security deposit. The minimum stay is one night. For the villas, high season may have a minimum range from two nights to seven nights, depending on demand.

## **PAYMENTS**

By submitting payment, you agree to our Rental Policy, Terms and Conditions as outlined in this document. Payment is required to secure your reservation. Once the booking has been processed, you will receive a reservation confirmation email which outlines a summary of your booking. Please review the information carefully and contact us immediately at [reservations@lashings.com](mailto:reservations@lashings.com) if you have any questions or require any changes.

Securing your reservation means you accept all terms and conditions. Payments can be made by direct deposit, wire bank transfer, secure banking link or credit card. Please contact us for bank transfer details and our mailing address.

Payment of outstanding bar or restaurant bills will be due on departure.

## **CANCELLATIONS**

All bookings are non-refundable. No refunds will be issued, on any condition. If bookings are cancelled more than 24 hrs prior to the booking we will credit you with another stay to an equivalent value of the original booking. We cannot make any guarantee as to date availability.

We highly recommend that guests purchase travel insurance. We recommend that your travel insurance cover airline expenses and accommodation cancellations, especially during the hurricane season. We also recommend that you consider coverage for accident, illness, medical, evacuation and theft. Under no circumstances will refunds or credits for flight cancellations be issued.

Additionally, we do not issue refunds or credits due to bad weather, tropical storms, hurricanes or any other situations beyond our control and any inconvenience or complication caused by a hurricane's direct hit, near miss or the significant threat of a hurricane. Lashings is not liable for any other costs, evacuation or inconveniences caused by a tropical storm or hurricane.

## **SECURITY**

A safety deposit box is provided for the safekeeping of money, jewellery and other valuables. Lashings will not be responsible for the loss or theft of personal property (kept in or left out of the safe provided), injury or damage sustained by guests arising from the use of the villa's

facilities, howsoever arising. This includes losses resulting directly or indirectly from natural events such as floods, storms, hurricanes or other acts of God.

All amenities and facilities are used entirely at the guests' risk. Guests may use the swimming pools at their own risk. Swimming in the sea is also at the guests' own risk, but guests are advised to be mindful of the strong undertow. We are not responsible for incidents such as fires, breakdown of equipment or machinery, acts of war, strikes, theft, pilferage, epidemics, quarantine expenses or losses sustained by the guests as a result of such incidents or occurrences; as well as slips, falls or any other incidents resulting in bodily harm.

Guests agree to indemnify and hold harmless the Management, Owners, Servants and assigns of Lashings from any and all liability relative to the use of the villa, howsoever arising. We are not responsible for the well being of any children who stay or visit, with respect to any accident or other occurrence. Parents and guardians are solely responsible for the safety and well being of their children. Children under the age of eighteen are not allowed unless they are accompanied by their parent or legal guardian.

There are night security guards and recorded CCTV on the property, however this does not imply any liability on the part of Lashings for accident or theft, as outlined above. Guests' privacy is respected at all times and CCTV footage is only ever accessed for the purposes of crime prevention or investigation. For this reason we are unable to switch off any of the CCTV cameras.

## **STAFF**

If guests require additional staff, they can notify us and we will make the necessary arrangements at an additional cost. Guests will be responsible for these extra pay and gratuities. For all staff, we would ask that you give them a 10-15% gratuity if you are happy with their service.

## **AMENITIES**

While staying at Lashings Villas, you are provided with daily caretaker, pool maintenance and chef (cost of groceries are paid to us). In the villas laundry and housekeeping is done every day. In the hotel you are welcome to use our restaurant at any time and to dine in the seating area outside your room. A personal chef can be provided at extra cost in the penthouse suites. please enquire on booking.

## **ARRIVALS/DEPARTURES**

Check-in time is 3pm. Check-out time is 11am. If you need early arrival or late departure, please contact us no later than seven days prior to your arrival so we can review your request. If it is possible to accommodate your request, we will advise you. If no prior notice is provided, the guests will be billed an additional USD \$50 per hour after 11am.

## **VILLA & HOTEL ROOMS USE**

No guests other than those listed on the reservation list are allowed. Full names of all guests must be provided, and waivers signed before arrival. Guests are not permitted to sub let Lashings villas or hotel rooms for any reason. Any use of the villa other than vacation/residential purposes must be approved in advance by the property owner. No music videos, weddings, corporate events, photo shoots, parties or large gatherings are allowed without owner approval and additional security deposit in place.

## **HOUSE RULES**

SMOKING is NOT allowed anywhere in the interior environs of the villas and hotel. Pets are not allowed as we have our own dogs living on site, however allowances can be made for guide dogs and therapy dogs.

No glass or china is allowed near the pool. If glass is broken in the pool a fee of US \$200 will be charged as it will necessitate the draining of the pool. Do not use the pool if you have been ill with vomiting or stomach upset within the last 48 hours.

Any breakages must be paid for in full and must be declared before check out, or additional costs will be billed.

Please do not sit on the beds with sun cream or after-sun lotion on. Please ensure all make up and oily skin lotions are removed at night to avoid staining bed linen and towels.

Keys are provided upon arrival. If keys are misplaced or lost, the guests will be charged a fee of USD \$25 per key.

## **THIRD PARTY SERVICES**

Third party services and excursions booked directly with a third-party provider, are subject to their own terms and conditions. Lashings is not liable for any cancellations, changes or incidents related to third-party service providers.

## **HEALTH AND SAFETY**

Swimming in the sea and pools is at the guests' own risk. Guests are advised to observe warning flags on the beach and only swim in designated areas. Also, observe currents and be mindful of the strong undertow. Beware of strong waves and check the weather report before heading to the beach; avoid the pools and beach if there is lightning, heavy rains, storm or hurricane in the forecast. We will not be responsible for the injury or damage sustained by guests arising from the use of the beach and pools or any other activity. Children must be supervised at all times.

## **ENVIRONMENTAL CONSIDERATIONS**

Lashings is committed to protecting the environment and incorporates sustainability as much as possible. The villas and hotel are semi solar powered and as such, we ask that our guests make an effort to conserve electricity. Please turn off all electronics, lights and AC units when rooms are not in use and consider using the fans provided as an alternative to ACs. Additionally, Treasure Beach, Jamaica is known for long periods of drought, so fresh water is a precious commodity we cannot afford to waste. As such, we ask that our guests practice water conservation as much as possible. Avoid single use plastic and please dispose of all waste responsibly.