



ADDRESS AND DIRECTIONS

ADDRESS OF VILLA:

Good Hope
Falmouth Post Office
Trelawny, Jamaica, WI

OWNERS CONTACT:

Tammy Hart
1 876 881 6869
tammyhart3@me.com

DETAILED DIRECTIONS FROM AIRPORT:

Remember, in Jamaica, drive on the Left. On leaving the airport turn left (East) and follow the coast road till you reach the exit to Martha Brae, approx. 35 min., exit and turn left, (right will take you into the town of Falmouth). Follow the road approx. 5 min. – there will be a sign on your left indicating the turn Left, into the beautiful Trelawny country-side. Exhale you are almost there. Follow this road straight to Good Hope.

FAQS

COMMUNICATIONS + TECHNICAL ENQUIRIES

PHONE AND INTERNET CONNECTION:

We have a communications desk with a Skype capable Computer and Telephones available. We have a High Speed Internet and Wi-Fi. A pre-paid local Cellular phone is provided for guests use on arrival – top ups can be easily arranged by staff.

AM I ABLE TO USE A CELL PHONE?

You would most likely be able to use your phone. While almost every carrier has a “roaming” agreement with one or all of the three Jamaican cell providers, they usually require you to call their Customer Support line to activate “roaming” outside of your home service area.

TELEPHONE AND OVERSEAS CALLS:

Your cell phone is likely to work in Jamaica depending on your provider plan. If a local Phone is required we recommend Digicel phones which can be purchased for a nominal fee at numerous outlets. Digicel phones can be topped up with funds and calling rates to overseas are minimal.

ELECTRICITY:

Current is essentially the same as US: 110 volts, 50 cycles (US is 60 cycles). Converters are not necessary for US-made appliances.

DO PAYMENT POLICIES DIFFER FOR HOLIDAY BOOKINGS?

Policies for Thanksgiving, Christmas and New Year's weeks differ. A 50% deposit confirms a reservation. Balance is due 90 days before travel for Thanksgiving week and 120 days before travel for Christmas and New Year's weeks. No refunds for cancellations are made within 120 days prior to scheduled occupancy. For cancellations made more than 120 days prior to scheduled occupancy, we will refund all deposits less a 20% cancellation fee.

EXTRA SERVICES

DO YOU CATER TO WEDDINGS?

Good Hope is well known for fairy tale weddings, magnificent events at the Great House or intimate parties in the gardens. Treehouse Villa can host the wedding or be the spot for sleeping and the wedding can be at the Great House!

ONSITE SPA TREATMENT:

We have a list of local therapists who offer excellent services and will come to Tree House: Massage, Reflexology, Yoga, Manicure, Pedicure, and more.

WHAT DO YOU PROVIDE FOR KIDS NEEDS?

Crib, High Chair, Graco Crib, Beach Toys, Trampoline, Ping Pong table.
Nanny Service is available on request.

DO YOU HAVE SPORTING EQUIPMENT AVAILABLE?

Tennis Racquets (tennis balls are not supplied)
Bicycles, Golf cart for touring the property
Tennis Lessons can be arranged on request.

IN WHICH ROOMS DO YOU HAVE MUSIC AND TV?

Living room has TV with Satellite and DVD Player.

DOES EVERY BEDROOM HAVE A/C?

All Bedrooms have A/C. All bedrooms have ceiling fans. The country hills are cool – there is rarely the need for A/C.

FOOD

HOW IS SHOPPING FOR FOOD HANDLED?

We customarily shop for the first two days so that meals will be prepared for your arrival. After the initial shopping you and your cook may plan together.

HOW DO YOU PLAN MEALS?

Our cooks, Barbara and Mabi, are capable of planning and shopping for all food. We will give you a written bill for all expenditures at regular supermarket prices. You may do as much or as little as you please. Many of our guests like to accompany our cook to the market.

WHAT IF THERE ARE SPECIAL FOOD REQUESTS FOR ALLERGIES?

Please tell us your food preferences or if there are any allergies.

WHAT WOULD BE THE ESTIMATED COST FOR FOOD?

You could estimate at about US\$30 a day per person, depending on how you like to eat. We can stock wine for you also.

GENERAL INFORMATION

WHERE IS YOUR PROPERTY LOCATED?

We are located 40 minutes from the Sangster Intl Airport in Montego Bay, Jamaica. Situated in the heart of Good Hope Plantation, this villa is a unique place. Incredible views, artistic rooms, connected to Nature. Our private beach is only 12 mins away.

HOW DO I MANAGE CASH IN JAMAICA?

ATM's are located in Falmouth and commonly available everywhere in Jamaica. Credit Cards may be used at most places. All gratuities should be in cash and at places such as the Local Markets.

CURRENCY:

You may see the current rate of exchange by visiting the Bank of Jamaica website – here: <http://www.boj.org.jm>

WHAT ARE THE BED SIZES IN THE VARIOUS ROOMS?

4 bedrooms total. all with a/c, all with fans and en suite bathrooms.

Master – king, sitting room, 2 balconies, oversized bathtub.

Second – king, with single bed, balcony, wood bathtub

Third – oversized, can be used as a dorm! 2 full bathrooms, king, double, single and still more space!

Fourth – Queen, shower in bathroom, cozy Bicycles, Golf cart for touring the property
Tennis Lessons can be arranged on request.

WHAT SHOULD WE BRING?

A good book, good chocolate and nuts and snacks you like, sunscreen, hat, light long sleeves, repellent for twilight hour, camera, sneakers for exploring, goggles for swimming, open heart for receiving.

TRANSPORTATION

IN JAMAICA, SHOULD WE RENT A CAR, OR HIRE A DRIVER WITH CAR?

We recommend you rent a vehicle for the duration of your stay to allow you to explore our beautiful property. Though there is so much to do on property, it is always nice to make spur of the moment plans.... to head down to the beach for sunset or a sunrise swim, etc!

Alternatively, we will recommend hiring a car and driver that will work by trip or by Day or hourly rate (est. \$20. To \$30. Per hour., depending on distances).

HOW ARE DRIVER ARRANGEMENTS MADE?

We will organize the driver for you and also give you his contact numbers.
Payments to the driver would be in cash.

WHAT IS THE TOTAL COST TO BE TRANSPORTED TO THE VILLA AND BACK TO THE AIRPORT?

Airport transfers

1-4 on same flight \$80 if different flights \$100

budget \$20 - \$30 pP

transport to beach/ glistening waters

\$10 - \$15 pp round trip if a bigger group plan on \$50 round trip for the coaster

PAYMENT

WHAT IS YOUR PAYMENT CANCELLATIONS AND DEPOSIT POLICY?

A 25% deposit confirms a reservation. Balance is due 45 days before travel. No refunds for cancellations made within 45 days prior to scheduled occupancy. For cancellations made 46 or more days prior to scheduled occupancy, we will refund all deposits less a 20% cancellation fee.

WHAT ARE THE PAYMENT METHODS?

For the deposit you may pay by PayPal by clicking on the website link to PayPal. For the Balance Payable to confirm your booking 45 days before traveling, we will send you information to make a Wire transfer to a Bank Account

ARE DAMAGE DEPOSITS REQUIRED?

A \$500 damage deposit also is required; we will refund this promptly when you return home if no damage occurs during your stay. This fee will be included in your billing to be refunded.

ARE TAX RATES TO BE APPLIED TO CHARGES?

All local Taxes – General Consumption Taxes (G.C.T.) – are included in the rates provided.

MINIMUM STAY:

Stays of one week or more are preferred but we will consider rentals of 3 nights or more.

CAN I BOOK AS LESS ROOMS FOR A DIFFERENT RATE?

This would be allowed with the appropriate adjustments in rates.

SECURITY

WHAT IS YOUR SECURITY SITUATION?

Tree House is part of a small close community living at Good Hope. You have great neighbors.

EMERGENCY INFORMATION?

Montego Bay and the Ocho Rios area have very good doctors. Your villa staff will know how to reach a doctor. Montego Bay Hope, a new state-of-the-art medical diagnostic and treatment center which has a link with a hospital in South Florida is available, should you need to be transported off the island.

STAFF

DOES YOUR RATE INCLUDE STAFF?

Your rate includes a cook, housekeeper and a butler/gardener. Other support staff such as Nanny's for the children can be arranged.

STAFF TIPPING:

The recommended tipping rate for summer guests is approximately 15% of the rental rate and for winter guests 10% of the rental divided among the staff.

TRAVEL

TO WHICH AIRPORT DO I FLY INTO IN JAMAICA?

You want to fly to Montego Bay Airport (code: MBJ) which is in Montego Bay, Jamaica's second largest city and the island's main tourist destination.

DO YOU PROVIDE TRAVEL INSURANCE?

This is not part of your package and can be purchased through a company such as Allianz.

Insurance can cover not only your villa costs but also all of your trip costs as well as any unforeseen emergencies that might possibly occur.

ARE THERE ANY SPECIAL LOUNGES TO RELAX IN BEFORE DEPARTURE?

There is a dedicated VIP Lounge called Club Mobay where travelers can get special treatment and a relaxing environment for a reasonable fee.