

# Terms & Booking Policies

VILLA MAN TAXI AND TOURS · ST. JOHN, USVI · LAST UPDATED APRIL 2026

These terms apply to all bookings made with Villa Man Taxi and Tours, including beach shuttles, island tours, and private transfers. By completing a booking, you confirm you have read and agree to the terms below.

## Cancellation & Refund Policy

**48-hour cancellation policy.** Cancellations made 48 or more hours before the scheduled pickup time are eligible for a full refund. Cancellations made within 48 hours of the pickup time are non-refundable.

**No refunds for missed pickups.** If you are not at your assigned pickup location at the start of your pickup window, your seat is forfeited and no refund will be issued. There is no grace period — shuttles depart on schedule.

**Please be on time.** Our shuttles are a shared service. Every minute we wait for a late guest is a minute other guests lose from their beach day. Please arrive at your pickup location 5 minutes before your assigned window, and thank you for being respectful of your fellow beachgoers.

## Pickup Window & Timing

Each pickup location has an assigned time window shown on your booking confirmation. Guests must be present and ready at the pickup location at the start of the window. The driver's phone time is the official clock for all shuttles — please set your phone accordingly.

**Road conditions and delays.** St. John's roads are narrow, winding, and occasionally shared with large trucks, cruise-ship traffic, weather events, and construction. We will do our best to communicate any delays, but Villa Man Taxi and Tours is not responsible for refunds, missed activities, ferry connections, or consequential costs arising from delays due to road conditions, traffic, or weather.

## Weather Cancellations

If Villa Man Taxi and Tours cancels your ride due to unsafe weather or road conditions, you will receive a **travel credit valid for 12 months** from the original booking date. The credit may be applied to any future booking.

**Cash refunds are not issued for weather-related cancellations.** If your travel dates do not permit rescheduling, please contact us — we'll do what we can.

## Service Changes

Villa Man Taxi and Tours reserves the right to change drivers, vehicles, or shuttle assignments as operational needs require. Your booked pickup location, destination, and reserved seat will not change without your consent, but the specific driver or vehicle assigned to your trip may vary based on availability and demand.

## Media Consent — Photos, Video & Live Streaming

During our shuttles and tours, drivers and staff may take photographs, record video, and conduct live broadcasts (including live streams on platforms such as Facebook, Instagram, TikTok, and YouTube) for marketing and social media purposes.

When you book, you will be asked to check a consent box granting permission for this. If you **do not** check the box, Villa Man Taxi and Tours will make reasonable efforts to avoid including you or your party in any recorded or broadcast content. Please also notify your driver at pickup if you prefer not to be photographed or filmed.

**Consent is optional.** Opting out of media consent does not affect your booking. You will still receive the same service.

## Assumption of Risk

Transportation across St. John carries inherent risks including weather, road conditions, wildlife, and traffic. By booking with Villa Man Taxi and Tours, guests acknowledge these risks and agree that Villa Man Taxi and Tours is not responsible for accidents, injuries, lost belongings, or consequential damages arising from factors outside our reasonable control.

Villa Man Taxi and Tours carries commercial insurance appropriate to our operating authority. Guests are responsible for following driver instructions regarding safety and for the safe storage of personal belongings during the trip.

## Wildlife Sightings

Flamingos, sea turtles, stingrays, tropical fish, and other wildlife are frequently seen on our tours and shuttle routes — but **sightings are never guaranteed**. These are wild animals living in their natural habitat, and their presence varies with the weather, tides, time of day, and season. We'll always do our best to point out wildlife when they appear, but no refunds or credits will be issued if specific animals are not seen during your trip.

## Fares & Payment

All fares are posted per person and charged per person regardless of age. Children of all ages occupy a seat and are billed at the standard fare.

Payment is required at the time of booking. All prices are in US dollars. Credit card transactions are processed through a secure third-party payment processor. We accept credit and debit cards, and other electronic payment methods as noted on the booking form.

## Pickup Accessibility

Our shuttles are standard 21-passenger safari-style vehicles. If a guest has specific mobility needs, please call 340-204-2747 before booking so we can confirm we can accommodate your needs safely.

## Contact

**Phone** · 340-204-2747

**WhatsApp** · 340-204-2747

**Website** · [villamantaxiandtours.com](http://villamantaxiandtours.com)

These terms may be updated periodically. The version in effect at the time of your booking is the version that applies to your trip.

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