

CANE BAY DIVE SHOP ST CROIX RESERVATION & TRAVEL POLICIES

Payments: A **non-refundable** deposit of \$200 per person is required in order to confirm a reservation for guests of the Stay@Cane Bay/Cane Bay Cottages. For diving only or for guests staying at other accommodations, a **refundable** deposit* of \$100 per person is required. The final balance for all reservations is due 60 days prior to arrival date. Reservations are not confirmed until proper payment is received. Reservations within 60 days of arrival require full payment at time of reservation. **Please be advised that the Dive Shop and all accommodations on St Croix require a credit card imprint upon check-in, to be held for incidentals.**

Forms of Payment: All payments must be made in US currency. Checks must be drawn on US banks, made payable to **Travel Resource Solutions** and mailed to:

Travel Resource Solutions
Attn: Cane Bay Dive Shop
P.O. Box 14486
Ft Lauderdale, FL 33302

MasterCard and Visa are accepted for reservation payments. If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date. **Please note that credit card charges will come through in the name of "TRC Travel Center or Agent Fee TRC Travel" depending in the type of credit card used.**

Group Reservations: Special deposit, payment and cancellation policies apply to groups. Please inquire.

***Cancellations/Refunds:** Cancellation made 61 days or more prior to arrival will be refunded their deposit with the exception of deposits for Stay@Cane Bay/Cane Bay Cottages, which are non-refundable. All cancellations made within 60 – 45 days of arrival will forfeit the deposit. Cancellations 44 days or less, no-shows or premature departure: no refunds. Full amount is forfeit. The unused portion of any reservation is non-transferable and not refundable. Cane Bay is not responsible for missed or delayed flights.

Re-Booking and/or Change in Reservation Fee: A US\$25.00 per person fee will be assessed for any changes made to reservations once vouchers and documents have been issued. Change fees are in addition to any applicable penalties as the original date is being cancelled.

Entry Requirements: Passports for U.S. Citizens are not required for the U.S. Virgin Islands, but you must be prepared to show evidence of citizenship upon leaving (such as a government issued photo ID or your passport). All other nationalities are required to have passports for entry to the Island. It is your responsibility to ensure your own visa requirements, and no refunds will be awarded for customers denied access for lack of a proper visa.

Attention Smokers: The Virgin Islands Smoke-Free Act prohibits smoking virtually anywhere on the island with the exception of private homes and on public streets and sidewalks. There is no smoking allowed in restaurants and bars, casinos, any type of hotels/resort accommodation, retail stores, museums or other public buildings or any outdoor recreational facilities.

Getting There: St. Croix flights arrive at Henry E. Rohlsen International Airport. The airport code is STX. Direct jet flights from the US mainland include the following: from Atlanta: Delta Airlines

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(Wednesday and Saturday); From Miami: American Airlines (daily); From Charlotte: US Air (Saturdays.) Connections via San Juan, Puerto Rico include American Eagle, Seaborne seaplane and Cape Air. Connections via St. Thomas include: Seaborne seaplane (downtown to downtown), Cape Air and LIAT.

Insurance: We are not responsible for compensating or crediting any traveler for any loss incurred due to delays or cancellations. Trip interruption/cancellation insurance is your only protection. We highly recommend you purchase either Deluxe or Elite coverage from our trusted provider via this secure link: www.itravelinsured.com. We also encourage all divers to have [Dan Master Insurance](#) Plans.

PRE-TRIP PLANNING

Giving You the Gift of Better Pictures: Cane Bay Dive Shop is offering a **free 30-day trial** for an Amazingly easy-to-use software program that enables you to improve your underwater images with a One-Click Picture-Fix! If you've been disappointed that your pictures don't "pop" the way you think they should, give this software a shot (no pun intended.) Don't let another dive vacation come and go with only washed out images to show for your efforts. Visit http://vivid-pix.com/free-trial?pop_code=3TRAVEL, enter the **POP Code 3Travel** when prompted and enjoy our gift of better pictures.

Car Rentals: Car rentals are **required** for any Cane Bay divers purchasing packages for accommodations at the **Divi Carina Bay**. They are also highly recommended for Cane Bay divers staying at **The Palms on Pelican Cove, Arawak Bay Inn, Hotel St. Croix, The Buccaneer and The Carambola Beach Resort** as transfers to and from the dive center are at an additional charge for guests staying at these properties. Please be aware that **cars are driven on the left side of the road**. Major car rental companies include Hertz at www.RentACarStCroix.com, Budget Car Rental www.BudgetStCroix.com and Avis <http://www.avis.com>. There are also a number of reliable local car rental companies to select from including Centerline Car Rentals (www.centerlinecarrentals.com) and <http://www.judiofcroix.com> Judi of St Croix.

General Packing Considerations: Airline luggage restrictions are constantly changing, so be sure to check your airline's web site for the most current information on baggage allowances and restrictions. **The best advice is always to travel as light as possible!** American Eagle and Cape Air passengers should keep in mind that most carry-on luggage will need to be checked curb side before boarding the plane.

Cane Bay Dive Shop has an extensive supply of well-maintained rental gear for those who prefer not to travel with their own. Rental gear includes weight integrated Cressi and AquaPro V BCD's and Sherwood Brut regulators, with or without console mount computers. They also rent Cressi masks and Cressi Sub-Cleo full foot fins. (Open heel fins and booties are available only for demo purposes if you are considering a purchase.) Full foot fins are adequate for boats however booties and open heel fins are recommended for shore diving both on and off property. The water temperature normally ranges from 78°F to 84°F (25°C – 29°C) degrees, being slightly warmer in the summer and fall and cooler in the winter and spring. Divers and snorkelers can rent a 3-mm shorty from Cane Bay or bring their own full suit for winter months.

Note on Sunscreen: Every year between 4,000 and 6,000 tons of sunscreen washes off of tourists during their vacations. This sunscreen contains chemicals and oils that are harmful to the marine ecosystem, particularly coral reefs. All over the Caribbean, the use of biodegradable sunblock and sunscreen is starting to be required for entry into the waters, scuba diving or snorkeling tours. Travelers are urged to only travel

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with biodegradable sunblock as a precaution and aide to the environment. There are multiple brands readily available at most drugstores and superstores. You can also save room in your suitcase and purchase the sunscreen at the dive shop when you arrive.

In the unlikely event you arrive in St. Croix without your luggage, please make sure you have packed your “trip essentials” in your carry-on bag, such as your **C-Card for diving or Referral Papers for Dive Courses**, medicine or anything you consider necessary to begin enjoying your stay from the moment you arrive.

If at Stay@Cane Bay/Cane Bay Cottages: Check in time is at 4:00 pm. If you arrive earlier you can leave your luggage at the dive shop until your unit is available. Check out time is 11:00 am.

Your bathroom will be stocked with body soap and a hairdryer, but please bring your own **shampoo and conditioner**. While bath towels, beach towels and bed linens are included with the units, maid service is not provided.

All Stay@Cane Bay/Cane Bay units and cottages have kitchens with a full size refrigerators, microwave, toaster and coffee maker. The Superior Cottage kitchens also include a stove/oven. Your refrigerator will be stocked with a gallon jug of fresh drinking water, with another 5 gallon drum provided for the weeks use. We encourage all guests to bring their own **reusable water bottles**.

Grocery stores on St Croix are well stocked so there is no need to bring items with you. Dish soap, paper towels, coffee filters, salt and paper are provided as is full dinnerware and cookware. Your living area has a TV and CD/DVD player so be sure to bring along your favorite DVD's or CD's. There will be a selection available for sign-out at the dive shop as well. The electric voltage in your unit is 110 volts, 60 cycles, the same as the US mainland. Adaptors and/or converters will be needed for European round plug appliances.

Guests staying at the cottages and those diving with us can enjoy meals on property at Eat@Canebay. One of St. Croix's best beach bar & restaurants, Eat@CaneBay is open for breakfast, lunch and dinner. There are other restaurants within walking distance as well.

IMPORTANT INFORMATION – PLEASE REMEMBER TO TAKE THIS WITH YOU!

ARRIVING ON ST. CROIX

Arriving at the Airport & Picking Up Your Rental Vehicle: If you have reserved a rental vehicle, the rental agency offices are located just outside the arrival gates. We recommend that upon arrival you “divide and conquer,” sending the person or persons who will be authorized to drive to complete the contract work, while the others remain and wait for the luggage. This will save you considerable time.

Pre Paid Taxi Transfers: If you have arranged your airport taxi transfers with us, your taxi driver will be holding a sign with your name on it just outside the baggage area. If you would like to purchase groceries, liquor or snacks, we recommend that you ask your driver if it is possible to stop at Plaza Extra Grocery Store on your way. The grocery stores on St. Croix carry a wide variety of familiar food products to North Americans. Wine and liquor can be purchased at grocery stores for **very** reasonable rates (especially Cruzan Rum!) This is an added courtesy so please be sure to reward your driver for this service when you consider your tip. To save time, it is really helpful if you prepare a shopping list before you leave.

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If your flights change and you have pre-purchased airport transfers it is imperative that you alert Cane Bay Scuba's Reservation Office at 800-338-3843. If you are in-transit call the dive shop directly at 340-718-9913. By your good advice proper arrangements can be made to alert your transfer driver to your new pick-up time. Failure to advise the changes will result in forfeiture of your arrival transfer and you will incur the expense of a taxi to bring you to your lodgings.

Other Taxis: If you have not pre purchased your taxi transfers, be sure you select a taxi driver whose vehicle has a "TP" on the license plate and a dome light above the taxi since this indicates it is an authorized taxi. All taxi drivers should carry a rate card with approved fares set by the Taxi Commission. Taxis have no meters and charge by zone. Round trip fares are double. There is also a charge for baggage and waiting time. For current rates please visit

http://www.visitusvi.com/stcroix/travel_transportation/taxi_tariffs.

Telephones: Cell phone coverage at the airport and at many locations throughout the island is adequate, however due to the nearby Mount Eagle, reception in the area of the Cane Bay Dive Shop and Stay@Cane Bay/Cane Bay Cottages is limited. Should someone need to reach you urgently, please have them call the Cane Bay Dive Shop land line at 340-718-9913.

Internet: Wireless Internet service is available free of charge in the Stay@Cane Bay/Cane Bay Cottages and also on the deck of the Cane Bay Dive Shop. The Arawak Inn provides free wireless in the rooms and common areas of the Inn. The Palms and the Carambola offer free wireless internet in lobby areas and restaurants. The Divi has wireless in West Wing rooms (only) as well as in the lobby and common areas throughout the property.

Dive Registration & Orientation: The Cane Bay Dive Shop is open from 8:00 am – 7:00 pm daily. Divers staying at properties other than The Cottages are asked to call the dive center upon arrival at 340-718-9913 to confirm their next day's dive or training schedule. **If you have purchased dive and hotel package from us that includes prepaid transfers, the reserved transfers from/to your hotel and the dive shop pick up times are as follows:**

- Divi Carina Bay: 8:00 am
- The Palms: 8:30 am
- The Buccaneer: 8:30 am
- Hotel St Croix : 8:30 am
- Arawak Inn: 8:45 am
- Carambola: 8:45 am

All divers are asked to present their certification cards, DAN or DiveAssure insurance information, a VISA or MasterCard credit card (AMEX not accepted) for security purposes plus your driver's license upon check in.

Gear Storage & Gear Considerations: Gear storage is available free of charge within the dive shop. Divers who elect to shore dive at times when the dive shop is closed will be shown a separate area where tanks and gear can be stored.

Batteries: The Island does not have a toxic waste disposal system. Yearly more than 100,000 used batteries from visitors end up on our landfill. Corroding batteries leak toxic chemicals into the soil and, ultimately, the sea. Please take your used batteries home with you where they can be recycled.

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Climate & Weather: The climate is subtropical with a year round average of about 82°F/28°C with easterly trade winds to help keep the humidity level comfortable. Temperatures fluctuate seasonally less than 10°F/6°C. Average annual rainfall is only 50 inches/1270 millimeters and mostly occurs in late spring and late summer, although there will be occasional showers throughout the year.

Time Zone: St Croix operates on Atlantic Standard Time year round. (Not on daylight savings time.)

Currency: St. Croix's currency is the US Dollar. Credit cards and travelers checks are accepted but you will still find many places that only accept cash, and many that accept credit cards do not accept American Express. ATM machines are available all over the island. There is no sales tax.

Tipping: Tipping for good service is customary just as it is on the mainland. Consider tipping housekeepers, restaurant servers, boat captains, dive guides, tour guides or anyone else who provides good service. The members of the dive staff pool their tips; however you are always welcome to give individual members who have gone above and beyond a separate tip for their efforts. Dive staff tips should be paid in cash.

Duty Free Allowances: The USVI has the highest duty free allowance in the Caribbean! There are no customs duties on most merchandise, or local luxury or sales taxes. U.S. citizens are allowed a duty-free shopping quota of \$1,600. Additionally, an unlimited number of gift packages worth \$100 or less may be mailed from St. Croix. Citizens may bring back up to five cartons of duty-free cigarettes and five fifths of US liquor duty-free. An extra fifth can be taken if it is a U.S. Virgin Islands product such as Cruzan Rum.

Language: The language is English, yet many local Crucians also speak English with a Caribbean twist

Legal Age: 18 for drinking beer and other alcohol; 21 for gambling in a casino and 25 for renting a car.

Drinking Water: If you are staying at the Cane Bay Cottages, your refrigerator will be stocked with a gallon jug of fresh drinking water, with another 5 gallon drum provided for the weeks use. Tap water is fine to use for washing dishes and brushing teeth but is not suitable for drinking. For guests staying at other properties please inquire about the water at check in. We encourage all guests to bring their own **reusable water bottles**. Your efforts will help keep St. Croix's landfill clear of waste that cannot be recycled.

Emergencies: There is a recompression chamber on island in case of dive emergencies. High quality medical care is also available at the hospital or with any of several AMA certified doctors if needed.

Exit Requirements: Everyone is required to complete a Customs Declaration before proceeding through security.