

# St. John Arrival Guide

## Know Before You Go

**Manager's Office:** (340) 776-2739 (9-5 Mon-Fri)

**Emergency after-hours only:** (340) 201-8989



Your St. John Adventure is just around the corner and we are so excited to welcome you on-island! As you get ready to travel, we wanted to provide you with important information and reminders regarding your upcoming trip.

### **Airport Info –**

- Retrieve your luggage, call your greeter, and then proceed outside to the taxi area/dispatcher.
- Private Land Taxi <https://stjohnsignature.caribbaconnect.com/> (recommended due to social distancing)
- Public Taxi: If you chose, this method of transport, rates are posted (approx. \$15-20/pp one-way to Red Hook, \$3 for each piece of luggage; \$15.00 for 2 or more passengers). The taxi ride to Red Hook takes approximately 40-60 minutes depending on the time of day & the number of passengers being dropped off at various locations on St Thomas. Tell your taxi driver where you are going, i.e. (St. John ferry dock (Red Hook), Crown Bay Ferry Dock).

### **Travel Tip: Follow the Arrival - Instructions that were emailed to you!**

[Occasionally a guest's luggage fails to arrive. If this happens, please file a claim at the appropriate airline counter. On the claim form, please be certain to include the name of the villa/condo you are renting, the villa's phone number, your cell phone number and the St John contact number that is listed on your confirmation. When your luggage arrives in St Thomas, the airline staff will inform you as to which ferry your luggage will be on.]

### **Travel Tip: You may want to put the villa name and telephone number on each piece of checked luggage before you leave on vacation.**

**Greeters** – If assigned a greeter, please be sure to call them as described and leave a message if needed. Otherwise, they may not be there to meet you. If your flight is delayed or you must wait for lost luggage, let your Greeter know you will be delayed. You will be given the name and telephone number of your Greeter about a week or two prior to your arrival.

### **Travel Tip: Add that number to your cell phone.**

### **St. John Ferries –**

Red Hook, St. Thomas /Cruz Bay, St. John A 30-45-minute taxi ride between airport & Red Hook ferry dock. The ferry ride is 20 minutes between Cruz Bay & Red Hook. One-way, \$8.15/Adults and \$1.00/Children ages 2-11. Seniors are \$150 (VI Residents only, 62 years and up, proof of age must be shown). There is a charge of \$4.00/piece for luggage/boxes. Schedules <https://stjohnticketing.com/schedules/> (Subject to Seasonal/Mechanical Changes)

Crown Bay, St. Thomas /Cruz Bay “Creek”, St. John A 5-8minute taxi ride between the airport & Crown Bay ferry dock. The ferry ride is 45 minutes between Crown Bay & St. John. One-way, \$20.00/pp. There is also a charge of

\$4.00/piece for luggage/boxes. (340) 201-6311 <https://www.interislandboatservices.com/> Rates are subject to changes.

Charlotte Amalie, St. Thomas/Cruz Bay, St. John <https://www.varlack-ventures.com/ferryservices.html>

 **Travel Tip:** *At the ferry dock, the deck hands for the ferry will load your luggage on to the ferry. When you arrive in St. John, they will unload your luggage after all passengers have disembarked. Prior to leaving the dock, please make sure you have all your belongings with you. Once on St John, your greeter will meet you outside the security gates in Cruz Bay, you will follow us to your jeep rental (we do not transport guests or luggage) and you will follow us to your villa or condominium rental. If you are not renting a jeep, we will assist you in getting a taxi & the taxi will follow us to your rental villa. The cost of the taxi varies per location. Please Note: Taxi Service is not available to all rental home locations.*

**Barge (Vehicle) Schedules** –Barges run regularly but are not as dependable as passenger ferries. There are two companies operating (Love City Car Ferries and Global Marine) – tickets are NOT interchangeable. Barges leave once they are full, so be there at least twenty-thirty minutes before the departure time to get in line. We suggest only considering a barge if your flight lands before 4PM due to the time spent waiting on luggage, & the drive time to the barge ramp in Red Hook.

Monday – Friday: 6:15AM-7PM approximately every hour. Saturdays- the first trip is at 6:00AM. Sunday's first trip is at 7:00AM - every hour on the half until 7:00PM. *Red Hook, St. Thomas/Cruz Bay, St. John A 30-minute ride; prices vary by company, ranging from \$65 one way to \$80 round trip plus a Port Authority charge for vehicle.*

Barge Companies: Love City Car Ferries: (340) 779-4000; Global Marine (Roanoke) Barge: (340) 779-1739

**Baby Items** – If you are traveling with an infant or toddler, we recommend Island Baby [www.islandbabyvi.com](http://www.islandbabyvi.com) for baby items (cribs, toys, toddler gates, pack-n-plays). They will deliver to the villa for your stay and pick up afterwards. Remember most homes are not Child proof.

**Beaches** – St. John boasts some of the world's most beautiful beaches and scenery. Our favorite beaches are Hawksnest, Maho, Francis Bay and Trunk Bay. Please use [reef safe sunscreen](#) to help protect and save our Coral Reefs. Please secure your valuables and adhere to posted safety signs from the VI National Park on parking, music, no glass bottles on the beach, smoking, and trash.

**Car Seats** – U.S.V.I. law requires all children under 5 years old to be in a child-restraint car seat (or, if a child is 3 to 5 years old, they may wear a regular seat belt IF they are in a rear seat). Car seats are available from your rental car agency. Please order one when you book your rental car; there may be a small charge.

**Check in is at 3PM and check out is at 10AM sharp.** Exceptions for early check-ins or late check-outs are rarely possible due to a short availability of time to clean the home. You will be assigned a greeting time and location prior to your arrival to meet your greeter.

**Car/Jeep Rentals** – We recommend a jeep rental for all guest stays to fully enjoy our island and can assist you in making your St. John vehicle reservations! Our top two picks are based on the level of service offered, competitive rates, clean/well maintained vehicles & customer feedback. You must keep your jeep tops on at all times! Driving on St. John is fun and exciting - we drive American vehicles on the *left* side of the road. A 4-wheel drive vehicle is a MUST! Remember to bring your driver's license and proof of insurance!

Aqua Blu- [www.aquablu rental.com](http://www.aquablu rental.com)

Just Sun Jeeps [www.justsunjeeps.com](http://www.justsunjeeps.com)

St. John Car Rental [www.stjohn carrental.com](http://www.stjohn carrental.com)

**Catering Services**– Please see our digital restaurant guide here <http://bit.ly/2JuWxso>

**Construction** – Due to the amount of new property construction and continuing repairs from previous storms, it is possible that construction may occur near your villa. Work normally starts at 7am and can end at 5pm. Any construction noise is outside of our control. There will be no compensation due to any construction activity.

**COVID-19** – An inherent risk of exposure to COVID-19 exists where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and

Prevention (CDC), senior citizens and guests with underlying medical conditions are especially vulnerable. While we implement the cleaning protocols recommended by the CDC, by visiting St. John and by staying in any St. John Signature Villas & Condos on-island, you voluntarily assume all risks related to exposure to COVID-19.

**Dress codes – Informal:** islanders wear cotton or lightweight clothing with sandals or sneakers. If you are away from the beach, swimsuits must be covered up. Bring hats and plenty of sunscreen to protect you from the Caribbean sun! Most restaurants are casual. For upscale restaurants, lightweight shirts and slacks are recommended for the gentlemen and sundresses or shorts outfits for the ladies. Whatever you pack will likely be too much – pack lightly!

**Drinking Water** – The water from the tap at our properties are filtered cistern water. However, we strongly recommend drinking bottled water. *Some properties have UV filtration systems. Please see water signs at property.*

**Dry Cleaning** – Kilroy's Cleaners located just before Tamarind Inn in Cruz Bay. (340) 693-8741

**Duty Free Allowance** – The law allows Americans returning to the U.S. from the U.S. Virgin Islands to bring back with them \$1600 in duty free items every thirty days.

**Early Check-ins/Late Departures** – It is rarely possible to do an early check-in or a late departure because your housekeeping/maintenance team has only a few hours to ready (or turn over) a property in between guests. We ask for your understanding in this matter. If you need assistance with what to do with your luggage, or what to do with extra time before/after flights, just ask our Concierge team for ideas.

**Emergencies requiring 911** – Call 911, then call our after-hours emergency number (340) 201-8989.

**Flowers** – Sally's Bou-Quet Flowers [www.sallysbou-quet.com](http://www.sallysbou-quet.com), (340) 774-7600

**Food** – To have your refrigerator stocked (or provisioned) prior to your stay, please visit:

St. John Signature [www.stjohnsignature.com](http://www.stjohnsignature.com) or Starfish Market [www.starfishmarket.com](http://www.starfishmarket.com)

 **Travel Tip:** *Bring miscellaneous non-perishables items you may need from home: Ziploc baggies, medications, feminine hygiene items, aluminium foil, basic spices, extra tide pods... these items can be costly on-island.*

**Furnishings** – All our villas are fully furnished and equipped with linens, beach towels, beach chairs, coolers, kitchen cookware and utensils, etc. Also see Baby Items heading for baby equipment rentals.

**Garbage Removal** – Unless otherwise noted in the villa, guests are expected to remove their garbage from the villa and take it to the nearest dumpster daily, which your Greeter will point out to you. This is a necessary part of living in the Tropics. Failure to remove garbage upon departure will result in a minimum \$50 charge to the guest.

**Gas Stations** – EC Gas Station and Racetrack Gas Station are both located on the Southshore Rd. (Rt 104). There are currently no Gas Stations in Coral Bay.

**Greeters** – See Arrival Information above. Note: Our staff of friendly and hardworking locals want to ensure that you have a wonderful time on St. John. If you feel they have done a great job, tipping is appreciated – but never expected! One Greeter is provided for each villa. Additional greetings may be scheduled in advance & prepaid at \$100 per greeting.

**Grocery Stores** – Dolphin Market—located in downtown Cruz Bay, Starfish Market—located at The Marketplace just outside of Cruz Bay, Dolphin Market Southshore formerly St. John Market—located in the Greenleaf Plaza on the Southshore. In Coral Bay—Dolphin Market located at Cocolobo Plaza, Love City Mini Mart—located on Kings Hill Rd.

 **Travel Tip:** *The St. John Signature Beach bags @ homes double really well as shopping bags. We also recommend if you are staying close to town to check-in first before going to the grocery stores to check out spices and items already in-stock at the villas.*

**Insects** – We have constant trade winds that normally keep the mosquitoes away, but if they come around, use your favorite insect repellent and keep the screens closed or use a mosquito net around your bed. Be nice to the little island lizards...they eat the mosquitoes! We cannot turn off the tree frogs or the crickets at night – relax and enjoy the chorus!

 **Travel Tip:** *Avon's Skin so Soft works really well as a bug repellent.*

**Internet Access** – Some villas offer high-speed internet access and Wi-Fi. Check our website for your villa's listed amenities. Guests who need assistance in getting their computer to work can follow directions in the villa to find and pay a local technician for assistance. There are several cyber locations on St. John. Remember, if you plan on dial-up Internet, most phones are blocked for 800 calls only, so a long distance dial up number will not go through. Internet uptime is not guaranteed; however, we will do our best to assist.

**Keys** – Any lost keys will result in a \$50-\$150 fee depending on the villa/condo.

**Landscapers** – Please refer to the *Servicing the House* sign at the villa or condo for the landscaping team schedule. Please remember that the landscapers will never have access to the interior of the villa. They are amazing people and are extremely hardworking so please say 'hello'!

**Laundry** – All of the villa and condos have a washer & dryer for guest use. Please remember to conserve water by running a full load of wash (also dishwasher too)! 😊

**Local Customs** – Caribbean manners are important! In our West Indian culture, we show respect for others by saying, "Good Morning," "Good Afternoon," and "Good Evening" before anything else! West Indians take pride in this tradition and are appreciative when visitors make the effort to understand the ways of the islands.

**Packing Suggestions** – Our temperature is moderate however, in many areas, and especially at the beach, you should expect direct sunlight. We experience warm days, but we suggest bringing a jacket or sweater for evening excursions. Sunscreen, a hat with brim, binoculars, bug spray and any prescription medications you may need should also be high items in your packing list. When in doubt, please feel free to contact us with any questions.

**Parking** – Parking in Cruz Bay can be difficult to find. Please do not park in any area where no parking signs are posted to avoid fines or booting of your vehicle. For creative parking suggestions, contact our Concierge Team.

**Pest Control** – Properties are serviced monthly both inside and out utilizing EPA recommended chemicals. Pest Services are essential and are normally performed scheduled when the property is vacant. However, the vendors work quickly and will try not to get in your way if they happen to show up while you are vacationing. Please see our *Servicing the House* sign.

**Pool Care** – Pool service is performed on the day of your arrival. We also provide a pool skimmer for the instances that any leaves are blown into the pool. **NO DIVING. NO GLASS ON POOL DECKS. GUESTS UNDERSTANDS THAT THEY ARE SWIMMING AT THEIR OWN RISK.**

**Power Outages** – The USVI is frequented by power outages as our electrical system is overtaxed and antiquated. Outages can last from several seconds to hours and is not under the control of St. John Signature Villas & Condos. No rate adjustments can be given for loss of food, our outages to the villas power supply.

**Planning Ahead** – There are lots of fun things to do and enjoy on our island. Check out our blog for ideas at [www.stjohnsignature.com](http://www.stjohnsignature.com) or contact our Concierge Team for assistance, tips, and ideas.

**Rental Policies** – Refer to the Rental Policies on our website or to the copy e-mailed to you prior to your arrival. All guests agree to abide by these policies as well as the terms of their rental contract.

**Staircases, railings, walkways** – Please watch your steps. Note that some sun products can make walkways slippery. Please exercise all caution. No running, diving or glass are allowed on the pool/spa decks.

**Taxi STJ** – Starfish Taxi & Tours <https://www.stjohnislandtours.com/>

**Telephone Calls** – All local calls in the villas are free. Bring a calling card with an 800-access number for long-distance use. Cell phones usually work here but call your service provider and ask if they service the Virgin Islands and if they have additional roaming charges.

**Tennis** – St. John has a tennis court located in Cruz Bay (close to the fire station). Availability is on a first 'come basis'.

**Travel Documents** – As of this printing: A U.S. passport is not required to travel to the US Virgin Islands. The passport requirement does NOT apply to U.S. citizens traveling to or returning directly from a U.S. territory. U.S. citizens returning directly from a U.S. territory are not considered to have left the United States and do not need to present a passport. Visit <http://travel.state.gov/> for more information and up to the minute changes. Please verify boarding requirements with your airline.

 **Travel Tip:** If you do plan to charter a boat to the BVI's (British Virgin Islands) you will need your passport.

**Trip Insurance-** It may not be too late to purchase trip insurance. You can purchase as late as 72 hours prior to the start of your trip. Visit the Generali Travel Assistance link here to find out more information

<https://www.travelprotection.insure/402.html>.

**U. S. Currency, Postage and Packages** - Most places accept major credit cards. You may want to bring travellers' checks in small denominations. Express Mail via the US Postal Service is the quickest way to receive/send important packages. To mail a package to St. John in advance of your arrival, call The Pelican Post (340) 693-4535. The friendly folks there will give you mailing instructions, so your box will be at their office when you arrive. If any packages are mailed directly to the St. John Signature office or if we must pick up your box delivered elsewhere on-island, a \$100 charge will be required per trip.