

FAQs

Is Crystals Villa Hotel covid certified?

Yes, we are covid certified.

Can you arrange airport transfers?

Yes, we can arrange airport transfers from Hewanorra International and George FL Charles airport. Contact us with your flight details and our drivers will keep updated on delays or early arrivals.

Can I rent a car?

Jeep rentals are available and can be organized before arrival. **Restrictions apply while covid protocols are enforced.**

Can you organize our tours?

Yes, our tour desk would be happy to help you schedule excursions and tours during your stay. **Restrictions apply while covid protocols are enforced.**

What time is Check in/ Check out?

Check in is at 3pm/ Check out 11:30 am
Penalties in effect for late check out

Do the villas have A.C?

Yes all our villas have AC.

Do you have Wi-Fi?

Yes, Wi-Fi is available.

Can we cook in the villa?

All our villas are equipped with full kitchens and BBQ grills for your convenience.

Do all the villas have private pools?

Yes, every villa has its own private pool.

How close is the beach?

The nearest beach is a 5 minute drive away. All beaches on the island are public. We offer a beach shuttle to and from the beach. **Restrictions apply while covid protocols are enforced.**

Is there a restaurant on property?

Yes, we have a restaurant on property called Treetop Restaurant and Bar that serves Indian fusion cuisine. There are also near by restaurants in Soufriere town and beyond. **Restrictions apply while covid protocols are enforced.**

Where can i get a Covid test for my return flight?

You can visit our local lab or a doctor can conveniently come to you.

Do you have staycation rates?

Yes, staycations rates are available.

Do you allow children?

We allow children over 8 years old.

Is breakfast complimentary?

Breakfast is complimentary and served to you villa daily.

Do you cater for vegans and special diets?

We celebrate all palates. Please let us know your restrictions and preferences before arrival so we can curate a menu to suit you.

Is Crystals an all inclusive property?

We are not an all inclusive property but we can assist with meal plans and packages

Do you have a spa?

We have on call massage therapists who will provide treatments in the comfort and privacy of your villa on on your private sun deck.

How do we pay for our villa?

After you have made a reservation we will send you a booking form that will require your credit card details.

Can I pay on arrival?

No, prepayment is required to secure your booking.

Can I change or cancel my reservation?

Yes, please check our cancellation policy for more information and covid specific information.

Can we book a 1 one bedroom villa for more than 2 people? No. Our room rates are based on maximum double occupancy but we do have 2 and 3 bedroom villas.

Is smoking allowed?

Smoking is allowed in the outside areas but NOT inside the villas.

Do you offer last minute rates?

Yes we do. Please contact us directly.

Is there a grocery store near by?

The nearest grocery store is 8 mins away. We can arrange a package for you on arrival if you send us a list. **Restrictions apply while covid protocols are enforced.**

Is the restaurant available for walk-ins?

No, reservations are necessary.

Can we have our wedding at Crystals?

Yes! We specialize in small, intimate weddings.