

FAQs

Can you arrange airport transfers?

Absolutely! We can arrange transfers from Hewanorra International Airport and George F. L. Charles Airport. Just provide us with your flight details, and our drivers will monitor for any delays or early arrivals.

Can I rent a car?

Yes, we offer Jeep rentals that can be organized prior to your arrival.

Can you organize our tours?

Certainly! Our tour desk is ready to assist you in scheduling exciting excursions and tours during your stay.

What time is check-in/check-out?

Check-in begins at 3:00 PM, and check-out is at 11AM. Please note that penalties may apply for late check-out.

Do the villas have air conditioning?

Yes, all our villas are equipped with air conditioning.

Do you have a spa?

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

Is Wi-Fi available?

Yes, complimentary Wi-Fi is available throughout the property.

Can we cook in the villa?

Absolutely! Each villa comes with a fully equipped kitchen and a BBQ grill for your convenience.

Do all the villas have private pools?

Yes, every villa features its own private pool.

How close is the beach?

The nearest beach is just a 5-minute drive away. All beaches on the island are public.

Is there a restaurant on the property?

Yes, Treetop Restaurant and Bar offers Indian fusion cuisine. There are also additional dining options in Soufriere town and beyond.

Do you offer staycation rates?

Yes, we offer special rates for staycations.

Are children allowed?

We welcome children over 11 years old.

Is breakfast included?

Yes, breakfast is complimentary and served daily in your villa.

Is Treetop Restaurant open for lunch?

Treetop Restaurant is open for dinner only and is closed on Thursdays and Sundays.

Do you accommodate vegans and special diets?

Yes, we cater to all dietary preferences. Please inform us of your restrictions and preferences before your arrival so we can tailor a menu to suit you.

Can I pay on arrival?

No, prepayment is required to secure your reservation.

Can I change or cancel my reservation?

Yes, you can change or cancel your reservation. Please refer to our cancellation policy for details.

Can we book a one-bedroom villa for more than two people?

No, our one-bedroom villas are designed for double occupancy. However, we do offer 2- and 3-bedroom villas for larger groups.

Is smoking allowed?

Smoking is permitted in outdoor areas but not inside the villas.

Do you offer last-minute rates?

Yes, we do offer last-minute rates. Please contact us directly for availability.

Is there a grocery store nearby?

The nearest grocery store is just 8 minutes away. If you provide us with a list, we can arrange a grocery package for you upon arrival.

Can we have our wedding at Crystals?

Yes, we specialize in small, intimate weddings and would be delighted to help make your special day memorable.