

# CASA COPA DE ORO RENTAL POLICIES

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## PAYMENT POLICY

**RESERVATIONS LESS THAN 30 DAYS:** PAYMENT IN FULL IS DUE UPON BOOKING

**RESERVATIONS GREATER THAN 30 DAYS:** A BOOKING DEPOSIT OF 20% IS DUE UPON BOOKING, FULL RENT DUE 30 DAYS PRIOR TO ARRIVAL. BOOKING DEPOSIT MAY BE NEGOTIATED ON A CASE-BY-CASE BASIS FOR FREQUENT AND REPEAT TENANTS.

RESERVATIONS GREATER THAN 90 DAYS MAY MAKE PAYMENT ARRANGEMENTS ON A CASE-BY-CASE BASIS FOR FOURTH MONTH AND BEYOND.

ALL PAYMENTS ARE DUE IN U.S. DOLLARS

## REFUNDABLE SECURITY DEPOSIT

DEPOSIT MUST BE PAID BY CHECK, CASHIERS CHECK, MONEY ORDER OR CREDIT CARD. DEPOSIT IS NORMALLY DUE WITHIN 10 DAYS OF BOOKING. PLEASE SPEAK WITH YOUR RESERVATION AGENT FOR SPECIAL INSTRUCTIONS IF YOU BOOK YOUR RESERVATION LESS THAN 10 DAYS PRIOR TO ARRIVAL. DEPOSIT IS FULLY REFUNDABLE 14 TO 21 DAYS AFTER DEPARTURE. PLEASE REVIEW POLICIES BELOW FOR DETAILS.

## NO SMOKING / NO PETS

IF YOU SMOKE IN A UNIT OR BRING A PET, YOUR DEPOSIT IS FORFEITED.

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## CANCELLATION POLICY

IF YOU CANCEL WITHIN THE TIME ALLOTTED, OUR MINIMUM CANCELLATION FEE IS \$50.00 AND MAXIMUM \$100.00.

EACH CANCELLATION IS DIFFERENT. WE PLEDGE TO DO OUR BEST TO WORK WITH YOU ON AN INDIVIDUAL BASIS USING THE BELOW GUIDELINES.

CANCELLATIONS SHOULD BE MADE AS FAR IN ADVANCE AS POSSIBLE, BUT NOT LESS THAN 30. INADEQUATE NOTICE OR NO-SHOWS FORFEIT ALL MONEYS PAID.

IF YOU DO NOT CANCEL WITHIN THE ALLOTTED TIME, YOU WILL BE CHARGED A 20% BOOKING FEE, PLUS ALL MONEYS PAID TO DATE WILL BE FORFEITED UNLESS WE ARE ABLE TO RE-RENT THE PROPERTY. IF WE ARE ABLE TO RE-RENT THE PROPERTY, AND WE WILL DO OUR BEST TO DO SO, AND THE NEW RENTAL IS LESS THAN YOUR ORIGINAL RENTAL, YOU WILL BE REFUNDED THE DIFFERENCE LESS 10%, PLUS ANY CLEANING OR CONCIERGE EXPENSES INCURRED AND A \$50.00 TRANSACTION FEE.

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## OCCUPANCY

YOU MUST BE AT LEAST 25 YEARS OF AGE TO SIGN OUR VACATION RENTAL CONTRACT AND TO OCCUPY SAID VACATION RENTAL PROPERTY. EACH PROPERTY HAS A MAXIMUM OCCUPANCY, GENERALLY TWO PER ROOM. UNDISCLOSED GUESTS WILL RESULT IN LOSS OF RENTAL FEES PAID, COMPLETE FORFEITURE OF SECURITY DEPOSIT, AND ALL GUESTS BEING EVICTED. GUESTS THAT DISTURB THE PEACE AND QUIET OF NEIGHBORS WILL BE EVICTED WITH NO REFUND OF RENTAL FEES PAID AND MAY FORFEIT A PORTION OR ALL OF REFUNDABLE DEPOSIT. SELECT A PROPERTY IS NOT RESPONSIBLE FOR ACCIDENTS, INJURIES, LOSS OF MONEY, JEWELRY, OR VALUABLES OF ANY KIND.

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## UTILITY FEES AND DEPOSITS

IF STAYING IN A HOME, OR CONDO WITH ITS OWN PRIVATE POOL, FOR 28 DAYS OR MORE, THE GUEST WILL BE REQUIRED TO PAY A UTILITY PROCESSING FEE OF \$25.00 AND TO PUT DOWN A UTILITY DEPOSIT OF APPROXIMATELY \$1000.00. THIS DEPOSIT WILL BE USED TO PAY MONTHLY GAS AND ELECTRIC BILLS THAT COMBINED, EXCEED \$200.00 PER MONTH. THIS DEPOSIT MUST BE REPLENISHED EACH MONTH AS IT IS USED.

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## CHILD POLICY

REQUIREMENT FOR FAMILIES RENTING CASA COPA DE ORO.

- A MAXIMUM OF 4 CHILDREN ALLOWED AT COPA DE ORO WITHOUT ADDITIONAL VILLA PERSONNEL SUPERVISION.
- IN EXCESS OF 4 CHILDREN THERE WILL BE 1 ADDITIONAL STAFF MEMBER EMPLOYED AT AN HOURLY RATE, TO A MAXIMUM OF 6 CHILDREN.
- IN EXCESS OF 6 CHILDREN THERE WILL BE 2 ADDITIONAL STAFF MEMBERS EMPLOYED AT AN HOURLY RATE, TO A MAXIMUM OF 10 CHILDREN.
- STAFF MEMBER WAGES TO BE PAID BY RENTERS, DAILY.
- RATE OF PAY TO BE \$5.00 PER HOUR.
- MAXIMUM WORKING HOURS TO BE 8 HOURS.
- NOTICE OF NUMBER OF CHILDREN TRAVELING IN THE PARTY TO BE NOTIFIED AT TIME OF BOOKING.

THESE REQUIREMENTS ARE NECESSARY FOR THE SAFETY OF THE CHILDREN, DUE TO THE SWIMMING POOLS, STAIRS, HEIGHT OF TERRACE, AS WELL AS FOR THE CONVENIENCE OF THE PARENTS.

THE VILLA STAFF IS THERE TO MAINTAIN THE VILLA AND SERVE GUESTS, UNFORTUNATELY THEY ARE NOT ABLE CARRY OUT THEIR DAILY DUTIES AS WELL AS OVERSEE CHILDREN AND THEIR SAFETY, AND THIS WILL BE ALLEVIATED WITH STAFF DEDICATED TO CARING FOR THE CHILDREN.

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## PET POLICY – DOGS

### NO PETS

SORRY, OUR STANDARD POLICY IS NO DOGS, IF YOU BRING A PET, ENTIRE DEPOSIT IS FORFEITED AND YOU MAY BE SUBJECT TO ADDITIONAL FEES.

## CASA COPA DE ORO RENTAL POLICIES

### PET POLICY - CATS

SORRY, OUR STANDARD POLICY IS NO CATS, IF YOU BRING A PET, ENTIRE DEPOSIT IS FORFEITED AND YOU MAY BE SUBJECT TO ADDITIONAL FEES.

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### LOCAL & LONG DISTANCE PHONE CALLING POLICY

EXCESSIVE USE OF LOCAL CALLING FOR INTERNET USAGE MAY INCUR A USAGE FEE IF THE OWNER IS BILLED FOR ADDITIONAL MINUTES OVER THEIR ALLOTTED MINUTES, PLUS A MINIMAL TRANSACTION FEE.

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### ARRIVAL PROCEDURES

1. YOU WILL BE MET BY OUR AGENT AT YOUR UNIT. DIRECTIONS AND MAP AVAILABLE ON OUR WEB SITE THROUGH MAPQUEST.COM.
2. RESERVATIONS OF LESS THAN 30 DAYS: ENTIRE BALANCE AND DEPOSIT DUE 30 DAYS PRIOR TO ARRIVAL OR ON BOOKING DATE. RESERVATIONS OF ONE TO THREE MONTHS: 1ST MONTH RENT AND OTHER CHARGES ARE DUE 30 DAYS PRIOR TO ARRIVAL AND THE BALANCE IS DUE ON ARRIVAL. RESERVATIONS OF 4 MONTHS OR MORE MAY MAKE PAYMENT ARRANGEMENTS.
3. SECURITY DEPOSITS AND UTILITY DEPOSITS MUST BE PAID VIA CASH, CASHIERS CHECK, PERSONAL CHECK, TRAVELERS CHECK, MONEY ORDER & CREDIT CARD. ANY OVERPAYMENT WILL BE APPLIED TO YOUR DEPOSIT AND RETURNED VIA MAIL 14 – 21 DAYS AFTER YOUR DEPARTURE.
4. CHECK IN TIME IS 3 P.M. UNLESS OTHER ARRANGEMENTS HAVE BEEN MADE IN ADVANCE WITH OUR OFFICE AND YOU MAY BE CHARGED AN EARLY ARRIVAL FEE.
5. PLEASE **BRING YOUR CONFIRMATION** WITH YOU. IT HAS THE ADDRESS AND DIRECTIONS TO THE UNIT YOU ARE RENTING.

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### LATE ARRIVALS

IF YOU INTEND TO ARRIVE AFTER OFFICE HOURS, PLEASE NOTIFY US BEFOREHAND FOR SPECIAL LATE ARRIVAL INSTRUCTIONS. BRING YOUR CONFIRMATION. OUR OFFICE HOURS ARE 9AM TO 5PM M-F AND 10AM TO 4PM SATURDAY. **IT IS IMPERATIVE THAT YOU BRING YOUR CONFIRMATION WITH DIRECTIONS TO YOUR UNIT AND ALARM INFORMATION. THIS INFORMATION WILL NOT BE LEFT OUTSIDE WITH YOUR KEYS FOR LATE ARRIVALS.**

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### DEPARTURE PROCEDURES

1. PLEASE TURN OFF ALL LIGHTS, TVs, STEREO, OVEN, RANGE, ETC. SET A/C TO 90 IN WARM OR SUMMER MONTHS. TURN OFF HEATER IN WINTER OR COLD MONTHS. DO NOT TURN OFF REFRIGERATOR, WATER HEATER OR OTHER MAJOR APPLIANCES. FAILURE TO TURN OFF A/C MAY RESULT IN A SIGNIFICANT CHARGE TO YOUR DEPOSIT.
2. LOCK ALL DOORS AND WINDOWS; DRAW ALL CURTAINS, SHADES, BLINDS, AND SET ALARM WHERE APPLICABLE. FAILURE TO LOCK DOORS AND WINDOWS AND SET ALARM MAY RESULT IN LOSS OF DEPOSIT.

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3. CHECK OUT TIME IS 12:00AM UNLESS ALTERNATE ARRANGEMENTS HAVE BEEN MADE PRIOR TO YOUR DEPARTURE. LATE CHECK OUT WILL RESULT IN AN ADDITIONAL DAYS RENT, LATE CHECK OUT FEES OR LOSS OF DEPOSIT.
4. ALL KEYS, GATE PASSES, GARAGE DOOR OPENERS ETC., ISSUED TO YOU MUST BE RETURNED TO OUR AGENT. FAILURE TO DO SO WILL RESULT IN A MINIMUM \$18.00 RECOVERY FEE DEDUCTED FROM YOUR DEPOSIT PLUS LOCKSMITH IF APPLICABLE AND AN ADDITIONAL DAYS RENT.
5. IF THE UNIT HAS BEEN SOILED BEYOND NORMAL USAGE OR IF THERE IS EXCESSIVE LAUNDRY, A MINIMUM BOOKKEEPING FEE OF \$25.00 PLUS \$42.00 PER HOUR PER PERSON CHARGE WILL BE DEDUCTED FROM YOUR DEPOSIT FOR EXCESSIVE CLEANING, ALONG WITH ANY CHARGE FOR DAMAGES.

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### UNIT CONDITION/HOUSEKEEPING

OUR HOMES AND CONDOS ARE RENTED WITH THE UNDERSTANDING THAT YOU WILL LEAVE THE PROPERTY IN REASONABLY THE SAME CONDITION AS YOU FOUND IT WHEN YOU CHECKED IN. PLEASE WASH DISHES, TAKE OUT GARBAGE, AND FEEL FREE TO BEGIN A LOAD OF SHEETS OR TOWELS.

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### GENERAL INFORMATION

1. WHEN YOU CALL OUR OFFICE, PLEASE REFER TO THE PROPERTY ADDRESS OR YOUR 5-DIGIT RESERVATION NUMBER. SECURITY DEPOSITS (LESS ANY DEDUCTIONS FOR DAMAGE OR EXCESSIVE CLEANING) WILL BE RETURNED VIA MAIL 14-21 DAYS AFTER DEPARTURE. TENANT IS TO MAINTAIN SAID PROPERTY DURING OCCUPANCY AND IS RESPONSIBLE FOR THE REPAIR AND OR REPLACEMENT FOR ANY BREAKAGE, DAMAGES, OR LOSS CAUSED BY TENANT OR ANY GUEST OF TENANT.
2. PHONES: YOU WILL NEED TO BRING A CALLING CARD OR CREDIT CARD WHEN MAKING LONG DISTANCE PHONE CALLS.
3. WE DO NOT PROVIDE MAID SERVICE FOR THE DURATION OF YOUR STAY. IF YOU WOULD LIKE MAID SERVICE, WE WILL GLADLY ARRANGE THIS FOR YOU.

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### MAINTENANCE

PLEASE CALL 1 707 939-0357 DURING NORMAL BUSINESS HOURS FOR ROUTINE MAINTENANCE. IN THE EVENT OF A NON-LIFE THREATENING EMERGENCY, WHICH REQUIRES IMMEDIATE ATTENTION, CALL 1 415 518-4157

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### EMERGENCIES

IN THE EVENT OF AN EMERGENCY THAT REQUIRES THE ASSISTANCE OF THE POLICE, FIRE DEPARTMENT OR MEDICAL PROFESSIONALS, PLEASE DIAL 911.

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LINK TO MAPQUEST: [WWW.MAPQUEST.COM](http://WWW.MAPQUEST.COM)

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RENTAL POLICIES

**RENTAL AGREEMENT**

RESERVATIONS MADE MORE THAN FIVE MONTHS IN ADVANCE MAY BE SUBJECT TO A MAXIMUM 10% INCREASE.

ALL OCCUPANTS MUST ABIDE BY THE COMPLEX RULES AND REGULATIONS FOR EACH UNIT. IN THE EVENT OF A VIOLATION, GUEST/TENANT AGREES TO VACATE THE PREMISES ON REQUEST OF SELECT A PROPERTY.

VIOLATION OF HOA, CITY, PROPERTY OR OTHER LOCAL RULES/ORDINANCES WILL RESULT IN FORFEITURE OF SECURITY DEPOSIT AND ADDITIONAL FINES AS APPLICABLE.

CHECK IN TIME IS BETWEEN 3-5PM. MAID SERVICE MAY BE IN UNIT UNTIL 7:00PM ON CHECK-IN DAY.

CHECK OUT TIME IS 12:00AM. EARLY CHECK IN OR LATE CHECK OUT MAY BE AVAILABLE FOR AN ADDITIONAL FEE. UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE FOR A LATE DEPARTURE, GUESTS/TENANTS WHO HAVE NOT VACATED UNITS BY CHECK OUT TIME WILL BE CHARGED AN ADDITIONAL DAYS RENT.

SECURITY DEPOSITS ARE REFUNDABLE LESS DAMAGE OR EXCESSIVE CLEANING CHARGES, 14-21 DAYS AFTER DEPARTURE. ENTIRE DEPOSIT IS SUBJECT TO FORFEITURE IF OCCUPANTS EXCEED NUMBER ORIGINALLY BOOKED IN UNIT OR IF SMOKING IN UNIT. TENANT/GUEST AGREES TO MAINTAIN SAID PROPERTY DURING OCCUPANCY AND AGREE TO REPLACE OR REPAIR AND PAY FOR ANY BREAKAGE, DAMAGE, REPAIRS OR LOSS, INCLUDING REMOVAL OR LOSS OF INVENTORY CAUSED BY TENANT OR TENANT GUESTS, OTHER THAN NORMAL WEAR AND TEAR.

RENTER ACKNOWLEDGES THAT THE RENTED HOME IS NOT CHILDPROOF, THE POOL IS NOT FENCED OR GATED, AND THERE IS NO ALARM ON ANY DOOR TO THE POOL AREA; THE SAFETY OF CHILDREN THEREFORE DEPENDS ON YOU AND YOUR PERSONAL SUPERVISION IS ABSOLUTELY REQUIRED TO AVOID THE RISK OF SERIOUS INJURY AND/OR DEATH. RENTER AGREES TO ASSUME FULL RESPONSIBILITY FOR ALL RISKS TO ANY CHILDREN OR GUESTS IN THE RENTED HOME, INCLUDING WITHOUT LIMITATION, BODILY INJURY, ACCIDENT, ILLNESS, PARALYSIS, DEATH OR LOSS OF PERSONAL PROPERTY TO THE FULLEST EXTENT PERMITTED BY LAW, IRRESPECTIVE OF ANY ALLEGED NEGLIGENCE OF SELECT A PROPERTY AND/OR OWNER.

SELECT A PROPERTY, ACTS AS AGENT ON BEHALF OF INDIVIDUAL OWNERS AND CANNOT GUARANTEE INDIVIDUAL RESERVATIONS IF OWNER REFUSES TO HONOR SAID RESERVATION. SELECT A PROPERTY WILL DO ITS BEST TO HONOR ALL RESERVATIONS, AND MAY OFFER ALTERNATIVE ACCOMMODATIONS, BUT DOES NOT WARRANT OR GUARANTEE ACCOMMODATION IN AN INDIVIDUAL HOME NOR IS RESPONSIBLE FOR CIRCUMSTANCES BEYOND OUR CONTROL OR THE INDIVIDUAL ACTS OR DECISIONS OF HOMEOWNERS. IN THE EVENT THAT SELECT A PROPERTY CANNOT HONOR A RESERVATION, A FULL REFUND WILL BE MADE.

DAMAGES OVER AND ABOVE MY DEPOSIT MAY BE CHARGED TO MY CREDIT CARD ON FILE INCLUDING BUT NOT LIMITED TO EXCESSIVE POOL HEATING, SMOKING FORFEITURE, EXCESS CLEANING, AND PROPERTY DAMAGE.

PRIVATE POOLS ARE TO BE HEATED TO A MAXIMUM OF 86 DEGREES FAHRENHEIT WHERE APPLICABLE. I AGREE NOT TO ADJUST POOL HEAT AND TO CALL SELECT A PROPERTY IF THE POOL IS UNREASONABLY COOL OR WARM FOR SERVICE. I UNDERSTAND MY DEPOSIT IS AT RISK FOR UNREASONABLE HEATING OF PRIVATE HOMES WITH POOL.

MINIMUM BOOKKEEPING FEE FOR ADDITIONAL GUESTS IS \$25.00.

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A \$25.00 FEE WILL BE ASSESSED FOR ALL NSF CHECKS.

IN THE EVENT OF A BREACH UNDER THIS AGREEMENT, THE LOSING PARTY AGREES TO PAY REASONABLE ATTORNEYS FEES.

MINIMUM \$50.00 CANCELLATION FEE - NOTICE MUST BE NOT LESS THAN 30 DAYS. IN EVENT OF NO SHOW, ALL MONIES ARE FORFEITED.

ALL MONIES ARE PAYABLE ACCORDING TO THE ABOVE SCHEDULE, OR ONE MONTHS RENT IN ADVANCE FOR RESERVATIONS OF MORE THAN 30 DAYS. RESERVATIONS OF MORE THAN FOUR MONTHS MAY MAKE PAYMENT ARRANGEMENTS. WHERE THE RESERVATION IS LESS THAN 30 DAYS YOU MUST BE 25 YEARS OF AGE OR OLDER TO ENTER INTO THIS AGREEMENT.

GUEST/TENANT AGREES TO NOTIFY SELECT A PROPERTY UPON CHECK IN OR WITHIN 24 HOURS OF ANY HOUSEKEEPING COMPLAINT OR PROPERTY MAINTENANCE ISSUE. FAILURE TO DO SO PRECLUDES ANY COURTESY CONSIDERATION. FURTHER, IF THE PROPERTY IS DAMAGED AS A RESULT OF FAILURE TO REPORT A MAINTENANCE ISSUE, GUEST OR TENANT MAY BE HELD LIABLE.

IF POLICE ARE DISPATCHED FOR FALSE ALARM, I UNDERSTAND MY CREDIT CARD OR DEPOSIT MAY BE CHARGE \$25.00 TO \$250 PER OCCURRENCE.

RESERVATIONS GREATER THAN 28 DAYS IN PRIVATE HOMES (SOME CONDOS WITH PRIVATE POOLS/SPAS) REQUIRE A UTILITY DEPOSIT OF 1,000.00 AND RENTER IS RESPONSIBLE FOR GAS AND ELECTRIC UTILITIES COMBINED GREATER THAN \$200.00 PER MONTH.

I/WE ACCEPT OCCUPANCY OF SAID PREMISES AND RELIEVE SELECT A PROPERTY, AS AGENTS FOR OWNER, OF ANY RESPONSIBILITY AND ALL LIABILITY ARISING DURING OR FROM MY/OUR OCCUPANCY. SELECT A PROPERTY RESERVES THE RIGHT TO CHANGE RESERVATIONS ACCOMMODATIONS DUE TO CIRCUMSTANCES BEYOND OUR CONTROL.

INFORMATION CONTAINED HEREIN IS DEEMED ACCURATE, BUT IS NOT GUARANTEED. PRICES, POLICIES AND PROCEDURES MAY CHANGE FROM TIME TO TIME WITHOUT NOTICE. PROPERTIES ARE INDIVIDUALLY OWNED. SELECT A PROPERTY, ACTS AS AGENT ON BEHALF OF INDIVIDUAL OWNERS AND CANNOT GUARANTEE INDIVIDUAL RESERVATIONS IF OWNER REFUSES TO HONOR SAID RESERVATION. SELECT A PROPERTY WILL DO ITS BEST TO HONOR ALL RESERVATIONS, AND MAY OFFER ALTERNATIVE ACCOMMODATIONS, BUT DOES NOT WARRANT OR GUARANTEE ACCOMMODATION IN AN INDIVIDUAL HOME NOR IS RESPONSIBLE FOR CIRCUMSTANCES BEYOND OUR CONTROL OR THE INDIVIDUAL ACTS OR DECISIONS OF HOMEOWNERS. IN THE EVENT THAT SELECT A PROPERTY CANNOT HONOR A RESERVATION, A FULL REFUND WILL BE MADE.