

- **Reservation Deposit:** A 25% or 50% (property dependent) deposit must be received upon the time of reservation, the remaining balance needs to be paid 30 days prior to your arrival. (If the reservation is booked within 30 days prior to check-in, payment should be made in full)

- **Cancellation Policy:** There are no refunds unless the range of dates specified in the contract and the total amount is recovered through another rental contract. If the property is able to be rented for the same time period at the same rate, Stay in Tamarindo will refund all payments minus a 20% administrative fee. If Stay in Tamarindo cannot re-rent the property outside of 30 days, the company keeps the full booking deposit. If the cancellation comes inside the 30 days prior to the check-in date and Stay in Tamarindo cannot re-rent, the company will reserve the right to keep the full payment.

- **Payments:** We accept credit card (3% surcharge, VISA / MASTERCARD / DISCOVER ONLY), debit card, electronic check, wire transfer or direct deposit to any Wells Fargo branch. If you would like to change your billing method please contact us as soon as possible.

- **Late Payment Policy:** In signing this contract the client agrees to make all payments by the scheduled dates listed in the Deposit/Payment Schedule above. If any payment is not received by these scheduled dates Stay in Tamarindo will charge a 1% fee per day on the outstanding balance. In the event that a scheduled payment is not completed by the due date Stay in Tamarindo reserves the right to cancel the reservation and the client forfeits any payments made.

- **Check-In, Check-Out:** Check-in time is 3 p.m. Check-out time is 10 a.m. If you would like to request a late check-out, please confirm in writing with the Stay in Tamarindo staff ahead of time to ensure we don't have any one-day turnovers. If we do not have a same day turnover we are more than happy to extend a late check-out, however if we do and you do not leave on time you are compromising the check-in of our other guests. Any late check-out without written permission from our staff will be charged \$100/hour.

Unless other arrangements are confirmed in writing by the Stay in Tamarindo staff, you must pick up keys at our Tamarindo office. Please contact our Guest Coordinator for directions. Failure to check in at our office will result in a \$50 off-site check-in fee. Please also be sure to either include your flight information at the end of this contract or else send it by email to [gilda@stayintamarindo.com](mailto:gilda@stayintamarindo.com) so that we can be sure to coordinate a smooth check-in for you. Failure to do so can result in unnecessary complications and wait times. Our office hours are 9am-5pm.

Note guests with any outstanding balances overdue and/or without a signed rental contract will not be allowed to check-in.

- **Occupants / Visitors:** With the exception of guests registered in the original booking, outside visitors not pre-approved with Stay in Tamarindo are not allowed at any time inside the premises unless authorized with written permission by the Stay in Tamarindo staff. Exceeding

the number of guests indicated in this contract is grounds for eviction and loss of security deposit.

- **Smoking:** Our property is a strictly non-smoking rental. We ask that you not smoke in the house at all. If evidence of smoking, such as the smell of cigarettes inside the home and/or cigarette burns on the furniture is noticed by the cleaning crew there will be a \$500 damage assessment. Smoking is only allowed outside.

- **Pets:** Pets are strictly not allowed unless otherwise discussed in writing with Stay in Tamarindo.

- **Personal Belongings:** We ask that the occupants take full responsibility for securing their personal belongings. Please lock your valuables whenever leaving the house. Stay in Tamarindo is not responsible for any lost or damaged personal items.

- **AC/Electricity/Water:** Stay in Tamarindo is an ecologically minded business, we ask that you obey the following guidelines in regards to conserving energy: Also, please turn off all lights when you leave any room. When using the air-conditioning units, please try to keep usage to a comfortable minimum. ACs must be turned off when guests leave the property. If the air conditioning is left on while guests are out of the property, we reserve the right to have someone on our team enter the property to turn it off. Clients will be charged a \$50 fine for each time Stay in Tamarindo finds the AC is left on with no one home.

During the dry season the Guanacaste province can suffer from droughts and as a consequence a shortage of water to the homes. If you are staying with us during the dry season, please try to use water conscientiously to avoid running out of water.

- **Appliance Malfunctions:** There are no rebates or refunds issued for any malfunctions or service requests for air conditioning, televisions, hot tubs, pools, appliances, elevators etc. as every good faith effort is made to insure the property is maintained to highest standards. Every effort will be made to affect repairs as quickly as possible. Additionally, blackouts, water shortage, flooding, or construction at adjacent properties.

- **Care of Property:** You are expected to care for the property as if it were your own. In addition, you acknowledge that unless Stay in Tamarindo is notified within 24 hours of check-in of any damage or cleaning concerns, then thereafter, all damages or concerns to the property during your stay will be your responsibility. Each property will be inspected, and cleaned after your departure. If the property is left in abnormally dirty condition, a \$200 fee will be charged to the credit card on file. If you request cleaning after you arrive, we will require at least 24-hour notice to set up maid service if not already included.

- **Event Fee:** If you are hosting an event at the house whether it is formal or informal, there is an event fee that applies depending on the amount of guests visiting the house during the event / meeting. Please contact us before booking for more detailed information.

- **Damage Insurance / Security Deposit:** Depending on your rental, you will be asked to cover a \$49 / \$99 damage insurance which covers \$1500 / \$3000 respectively or a refundable security deposit of \$1000 / \$1500 / \$2000 which is refunded 7 days after check-out. Please verify which option you have to pay by reviewing the fees on your online booking.

- **Tenants Liability:** You agree to accept liability for any damages caused to the property (other than normal wear and tear) by you or your guests, including, but not limited to, landscaping, misuse of appliances, and/or equipment furnished.

- **Hold Harmless:** Stay in Tamarindo assumes no liability for loss, damage or injury to persons or their personal property. Neither do we accept liability for any inconvenience arising from any temporary defects or stoppage in supply of water, gas, electricity or plumbing. Nor do we accept liability for any loss or damage caused by weather conditions, natural disasters, theft, or other reasons beyond our control. We are not responsible for injuries caused on or off the properties. Use of pools is at the sole risk of the renter.

- **Acknowledgement:** I acknowledge that I have reviewed and understand the terms of this lease and agree to be bound thereby.

I hereby apply to lease the above-described premises for the term and upon the conditions set forth. By signing below, I agree to abide by all rules and regulations pertaining to the rental property and will take responsibility for other occupants of the rental unit. Further I authorize Stay in Tamarindo to charge the credit card or electronic check on file to cover any damage or loss caused by me or my guests during our stay. Agent agrees to provide Tenant with an itemized bill for all damages.