



There is always a staff member on the property and someone available to assist our guests 24 hours per day. They may be contacted by walkie-talkie, found on the desk at the reception area.

Rental Rules and Agreement

Villa Los Aires, Caña Blanca de Barú, Perez Zeledon,
Costa Rica

1. CHECK-IN TIME IS AFTER 2 P.M. AND CHECK-OUT IS 10 A.M. local time. Early Check-in or late check-out only by prior arrangement
2. No smoking in guest rooms. Courteous smoking is permitted only in the open, common areas. Do not dispose of butts improperly in the gardens and jungle.
3. Pets are not permitted under any conditions.
4. Please advise a staff member should you wish to use the cinema or at any time that you have a question about the use of any of the electronic equipment. Wi-Fi provided throughout the main building We suggest that guests have their own lap-tops.
5. DAMAGE/RESERVATION DEPOSIT- A damage/reservation deposit of \$500 is required upon arrival unless "Damage Protection" insurance has been purchased prior to arrival. A signed credit card imprint in the amount of

\$500 will be held until departure, and then destroyed at check-out provided the following provisions are met.

- a. No damage is done to the buildings, surroundings or its contents, beyond normal wear and tear.
- b. No charges are incurred due to need for additional cleaning services
- d. All keys are left at reception.
- e. All charges accrued during the stay are paid prior to departure.
- f. No linens are lost or damaged.
- g. The renter is not evicted by the owner (or representative of the owner) or the local law enforcement

In lieu of the \$500 deposit one can purchase the non-refundable HomeAway "Damage Protection" policy online prior to arrival. The charge is \$49 and is available at <http://www.propertydamageprotection.com/>

Kindly forward your proof of purchase to our email address.

6. PAYMENT – An advance payment equal to 50% of the rental rate is required at the time of reservation. The advance payment will be applied toward the total rent. The advance payment is not a damage deposit. The BALANCE OF RENTAL PAYMENT is due 60 (sixty) days before your arrival date.

Any transactions (i.e. extra guest fees, cooks charges, reimbursement for groceries/tours, etc.) at check out using foreign credit card may be subject to a 3% processing fee. We cannot accept a US bank check or American Express Travellers Cheques for deposit in Costa Rica.

7. CANCELLATIONS – A sixty (60) day notice is required for cancellation. Cancellations that are made more than 60 days prior to the arrival date will incur 50% processing fees. Early departure does not warrant any refund of rental fees paid or due.

8. MAXIMUM OCCUPANCY- The maximum number of guests at Los Aires is limited to 22 adults. We can accommodate 14 in the main building and 8 in the garden rooms. We can accommodate additional guests on portable bedding to a maximum of 28.

9. RENTAL RATES - The weekly rental rate is good for up to 9 guests sharing the main house. An additional charge of \$32.00 per person per night for guests in addition to (9) will be assessed. THIS PROPERTY REQUIRES A FOUR (4) NIGHT MINIMUM STAY. Use of the garden complex rooms may incur an additional charge of \$38 per room per night

10. DAILY MAID SERVICE and our "green" policy on linens and towels. Towels and linens will be changed only if visibly soiled or placed on the floor or in the basket. Housekeepers will be on site each morning at 0700 to tidy up the common areas and do light cleaning in each bedroom. Guests may arrange with the housekeeping staff if they prefer another time of day for the daily cleaning to be done. Daily cleaning is necessary to properly maintain the villa; therefore guests may not completely dismiss the daily housekeeping staff. The kitchen and bar areas should be maintained clean and uncluttered with dirty dishes/pans/glasses to avoid infestation with insects and vermin. Please do not bring food or drinks up to the bedrooms.

11. FALSIFIED RESERVATIONS – Any reservation obtained under false pretense will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check-in.

12. Hot Tubs and Swimming Pools – All children under the age of TWELVE are only permitted in pool / hot tub under adult supervision. When using the spa, remember there is certain health risk associated with the use of such facility. Use at your own risk. Our maintenance staff drains, sanitizes, refill and replenish chemicals in all tubs prior to your arrival; therefore, it may not be warm till later that evening. Please advise a staff member 1 ½ hours prior to desired use of the spa as it takes this long to heat fully. To conserve energy, we heat the spa during the daytime via a solar heating system.

A large cylinder (100L) of gas is provided for each weekly rental period. This should suffice for normal usage, keeping the spa warm for a few hours each evening. Gas used beyond this cylinder will be charged at market rates.

13. STORM POLICY/ROAD CONDITIONS – No refunds will be given for storms. Mountain roads can be curvy and steep. Any red mud exposed on the road is *EXTREMELY* slippery. Gravel roads are well maintained, however

we highly recommend four wheel drive vehicle during the wet months. We are not required to refund due to road conditions.

14. ACCIDENTS AND INJURIES - Villa Los Aires is not responsible for any accidents, injuries or illness that occurs while on the premises or its facilities. Use appropriate caution while swimming in the rivers and waterfalls. The rocks are slippery and dangerous falls do happen. There is always the risk of encountering dangerous wildlife in a jungle setting. Avoid hiking on the jungle trails after sun down and always carry flashlights if out after dark. If a dangerous animal or insect is encountered on the property please do not approach it and advise a staff member immediately.

15. The Villa Los Aires is not responsible for the loss of personal belongings or valuables of the guests. Electronic safes are provided in each room. Please secure all valuables. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm or loss arising from their use of the premises. The same applies to others they invite to use the premises.

16. Daily cooks are independent contractors and their services are charged apart from the rent. **The cooks can only accept cash payments for their services and reimbursement for groceries/bar items.** Please pay the cook nightly or make arrangements for their payment in advance. Please ask a staff member to contact the cook in the morning that services are desired. Many times the cook will need to go to the market and time is required to tailor a menu to your preferences.

By Signing Below, I agree to all terms and conditions of this agreement:

Please sign and return just the following, final page.

By Signing Below, I agree to all terms and conditions of this agreement:

Rental Rules and Agreement

Villa Los Aires, Caña Blanca de Barú, Perez Zeledon
Fax 1.866.633.9149 info@LosAiresCR.com

Exotic Place Food and Animals, SA
Aptdo 933-8000 San Isidro de El General, San Jose, Costa Rica
Cédula Jurídica 3-101-4690-9000

Name: _____ Date_____

Signature: _____

Rental Period: _____

Damage Protection Insurance or Credit card voucher in the amount of \$500 will need to be on file at time check in and held against damages to the property. **Recall that a Three percent foreign credit card usage fee may be applied to any balances at check out not settled in cash.**