

## **HOUSE RULES:**

**Dear Guests,** before you book, please make sure that you are comfortable with our house rules.

As a host, we aim to make your stay as comfortable as it can possibly be! Our mission is to help our clients create beautiful family memories in our property. For us to do so, we would truly appreciate it if you can follow these house rules. Thank you in advance and truly appreciate your cooperation.

- **Check-in time:** Accommodation is available from **3 p.m.** on the day of arrival. It is possible to arrive after that time but please inform us in advance if you might arrive in advance.
- **Security department:** Because the property is located inside a gated community, an access needs to be created in the system of the security department for all guests. A government issued ID will be required for each of the adults.
- **Visitors and maximum occupancy:** No unregistered guest allowed inside the condominium. The maximum number of overnight guests is limited to the number of beds in the rental property, for example, twin (1 per), queen (2 per), king (2 per), and sleeper sofas (1-2 per). Overcrowding beyond the occupancy limit specified for the Property including children, may not be exceeded. Renters will be subject to eviction, loss of any security deposit, additional cleaning charges, and entire rental payment if over-occupancy occurs. Without written permission from the host, no other persons shall occupy the apartment at any time, except those registered at booking. The guests agree to pay US\$50/day for each unregistered guest who is at the apartment for any amount of time.
- **Checkout time:** Please keep in mind the checkout time at 11:00 am as housekeeping staff needs time to prepare the Property for the next guests. Renter may be charged up to one (1) additional night rental if property is occupied after check-out time. Upon leaving, please secure all windows and doors, wash dishes, and clean out the refrigerator. Trash should be placed in either the location designated. Leave used beds unmade. Renter is responsible for leaving the Property in a like arrival condition upon departure. If your rental requires extra cleaning because it is left in a condition unlike arrival, you may be charged an additional cleaning fee.
- **Noise:** Please keep the noise at a minimum between 10:00 pm to 9:00 am as a courtesy to the neighbors. No loud music near the pool or in the apartment.
- **No smoking:** all of our units are NON-SMOKING. However, you may smoke outdoors on the patios. Evidence of smoking or remains of smoking materials anywhere on the property will result in forfeiture of **ANY** deposit paid to us or additional cleaning fees if necessary.
- **Parties and social gatherings:** Parties, gatherings, and other social functions are strictly prohibited.
- **No pets allowed:** We are sorry but cats, dogs or any other pets are not allowed inside the property, **NO EXCEPTIONS**. If an unauthorized pet is found in any rental, we reserve the right to cancel the agreement, tenants must vacate the property and no refunds will be issued. If a pet is found at check-out will result in forfeiture of any deposit and/or additional cleaning fees if necessary.
- **Pool regulations:** The pool is open from 7:00 AM until 8:00 PM every day. Renter agrees to be solely responsible for the use of swimming pools. It is the renter's responsibility to learn about safety precautions, warning signs of water conditions, and safety procedures concerning swimming in or being around the pool. Renter agrees to have a responsible adult supervising minors while they swim in the pool. Only plastic cups are allowed near the pool. No food near the pool to avoid contaminating the water.
- **Whirlpool tub:** No children under the age of 12 years old are permitted in whirlpool tubs at any time. When using the whirlpool tub, remember there is a certain health risk associated with this facility. Use at your own risk. There is no lifeguard on duty.

- **Private parking:** Parking is limited to one (1) vehicle. Vehicle is to be parked in designated parking areas only. Parking on the road is not permitted. (please inform us if you have more than one vehicle before to book)
- **No daily housekeeping service:** While linens and bath towels are included in the unit, daily housekeeping service is not included in the rental rate. However, it is available at an additional rate. A washing machine is available in the unit for your use. We do not permit bath towels or linens to be taken from the units, but we do provide pool towels for your use.
- **Cleaning:** There will be a mandatory exit cleaning fee included in your charges. This covers cleaning, inventory and bed making following your departure. If circumstances require more than 4 hours to clean, the additional time at a rate of \$25/hour will be charged.  
To ensure that all costs are kept to a minimum, the following items should be attended to prior to departure:
  - Trash must be taken to designated area.
  - Wash all dishes in the sink.
  - Replace all furniture to original locations.
  - Housekeeping will take care of washing the bed linens and towels that are provided and make all beds.
  - Attend to any stains on bedspreads, mattress covers, carpets or upholstery when they occur.
  - To avoid unnecessary extra cleaning, please don't eat or drink in the bedrooms or on the sofa. Use the towels just to dry yourself. No white towels at the beach or pool
  - Please do not flush anything other than toilet paper. If it is found that products have been flushed and clogged the system, you could be charged for the plumber's fees to fix it.
- **Lost keys or Damages:** Damages occurring during the occupancy, including lost keys, remote controls, etc., are the Renter's responsibility and must be reported to **Best Deals BDPC** immediately. One (1) key set will be issued at check-in. There is a charge up to US\$100.00 for lost keys, US\$25 per control remote lost, US\$30 per beach towel, for each item not returned. If the cost of the damage, repair or replacement is undeterminable by the time of departure, or higher than the security deposit paid at the time of the reservation, the Renter shall remain responsible for such costs, and agrees to pay **Best Deals BDPC** promptly.
- **Electric consumption:** We include a certain amount of electricity per day in the price of the stay. Information available on the online listing of the property or communications. Any extra electric consumption will be charged at the end of the stay in cash at the price of the kWh priced by CEPM (local electric company). On average, guests use between 30 to 60 kWh per weekend in a two bedrooms property depending on the use of the air conditioners and other appliances. (1 kWh = 18 RD\$ / 0,35 USD) (For long-term rentals of 28 days or more, please contact us)
- **Preserve energy:** Please turn off all the air conditioners, lights, and other appliances anytime you are out of the property
- **Items left behind:** We are not responsible for articles lost, stolen or left behind in homes. Please double-check for personal items prior to your departure. **BEST DEALS BDPC** shall not be held liable for condition of said items. If items are not claimed within 14 days, they shall become the property of **BEST DEALS BDPC**.
- **Restrictions:** Renters are required to abide by rules and regulations for the property in which they stay. A guest services guide is located in the property and includes applicable rules and regulations along with guidelines for the rental property use, check-out procedures, emergency numbers, and other pertinent information. Renters expressly acknowledge and agree that this Agreement is for transient occupancy of the Property, and that Renters do not intend to make the property a residence or household.

**Written exceptions:** Any exceptions to the above-mentioned policies must be approved in writing in advance. All guests confirm that they agree with those rules if they proceed with the check in.

**BEST DEALS BDPC S.R.L.**  
**House Rules**

FOR MORE DETAILS, PLEASE READ OUR [POLICIES, TERMS & CONDITIONS](#) BEFORE TO BOOK