

Policies, Terms & Conditions

PLEASE READ THE FOLLOWING INFORMATION ABOUT MAKING YOUR RESERVATION AND THE TERMS AND CONDITIONS OF THE RENTAL AGREEMENT

By booking this property you agree that you have fully read and will follow all house rules, terms, policies, and conditions. By booking you also agree to automatically comply to the immediate termination of your reservation if you or any of your party breaks any rules, terms, policies, and conditions without reimbursement.

At check-in we will visually verify cardholder's passport or government issued ID and payment card processed at the time of booking. The credit card holder **MUST BE** present at check-in. We will need to the following pieces of information:

- The last 4 digits match the card processed at the time of booking
- The card network symbol matches the card processed at the time of booking (Visa, MasterCard, Discover)
- The name on the card matches the ID that was provided at check-in
- Require cardholder's signature on vouchers/invoices
- Require cardholder's signature to confirm in-person receipt of our policies
- As proof of stay, we will take a picture of cardholder at front door of property showing the unit number.
- Please let us know if you are doing a reservation for someone else. We reserve the right to cancel without refund if you do not let us know that you are creating a reservation for someone else.

Airbnb bookings will ONLY have to present passport / government issued ID

IMPORTANT:

All of the properties are privately owned; neither the homeowners nor **BEST DEALS BDPC S.R.L.** are responsible for any accidents, injuries, or illness that occur while on the premises or its facilities; nor are the homeowners or **BEST DEALS BDPC S.R.L.** responsible for a guest's loss of personal belongings or valuables. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premises. Renter agrees that he is also accepting this Rental Agreement on behalf of any minor children for whom he is the parent, guardian, or whom he is otherwise responsible for the care, custody or control.

MINIMUM AGE: The minimum age of the primary signer must be at least 18 years old.

PAYMENT: An advance payment equal to 100% of the rental rate is required at the time of reservation. The advance payment will be applied toward the rent. Alternative payment options can be arranged by request by contacting the Best Deals BDPC office directly at +1 (809) 676 9407.

RATE CHANGES: Rates are subject to change without notice however we will always honor the rate you contracted for.

CANCELLATION POLICY: Before you book, please make sure that you are comfortable with our cancellation policy.

- Cancellations made at least 5 days prior the check-in date will get back 100% of the amount they have paid, minus any fees required by the financial institution to process the refund.
 - Cancellations made between 4 and 2 days before the check-in date, will get back 50% of the amount they have paid, minus any fees required by the financial institution to process the refund.
 - Cancellation that are made on the day of the check-in, the day before or early departure will result in 100% loss of all payments.
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CHECK-IN: Arrival check-in is 3 PM on the arrival date. If you are unable to check-in before our offices close, please email us for late arrival instructions. You will be provided directions to the Property, key code or keys upon arrival and payment in full. In extreme situations check-in time may need to be extended for cleaning and maintenance.

CHECK-OUT: Check-out time is 11 AM on the date of departure. Please observe this rule 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.

Unfortunately, it can be very hard to accommodate early check-in or late check-out requests during the high season. Housekeeping personnel will arrive shortly after your scheduled departure and require all the time available to prepare the unit for the next guest(s).

MAXIMUM OCCUPANCY: 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. Please make sure that all guests are registered prior to check-in. You agree to pay US\$50/day for each unregistered guest who is at the apartment for any amount of time.

RESERVATION DEPOSIT and DAMAGE/UTILITY DEPOSIT: A reservation deposit is included in your first payment. This deposit automatically converts to a damage/utility deposit upon arrival. The deposit is NOT applied toward rent; however, it is fully refundable on the day of departure, provided the following provisions are met:

- No damage is done to the unit or its contents, beyond normal wear and tear.
- All keys are left inside the smart box at the entrance door and the unit is left locked (digital locks have no keys)
- All charges accrued during the stay are paid prior to departure, including any extra electric consumption, if it applies (see UTILITIES below).
- No linens are lost or damaged.
- No unapproved early check-in or late checkout.
- All the control remotes are left inside the unit upon departure.

UTILITIES: When the electric consumption exceed the amount of kWh included in the stay, is the responsibility of the renter to pay the extra consumption. The amount of kWh included depends on the length of the stay, but is always enough to cover a reasonable use of the property and all of the amenities it offers.

WI-FI INTERNET USAGE: High speed wireless internet is provided as a convenience only and is not integral to the agreement. No refund of rents shall be given for outages, content, lack of content, speed, access problems, lack of knowledge of use, or personal preferences with regard to internet service.

THIRD-PARTY PROVIDERS: No refund of rents shall be given as compensation for any kind of interruptions in the services of third-party providers like the electric company for example. **BEST DEALS BDPC** cannot be hold responsible for issues that are caused and can be fixed only by a third-party provider.

SMOKING POLICY: 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.

PETS: No pets are permitted, 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.

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)

LINENS & SUNDRIES: Linens are provided for use on the premises. White towels, blankets, sheets and other linens are not for use at the beach. Beach towels are provided and need to be returned to the property. There is a US\$30 charge per beach towel that is missing at check-out time.

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. If a guest has willingly left the rental unit in such condition requiring more than 5 hours to prepare for the next arriving guest or has damaged, stained, or taken "House Property" and the next arriving guest cannot be accommodated as scheduled, the departing guest will be held responsible for all costs incurred to accommodate the new arrival with appropriate alternate accommodations and all cleaning/repair costs. 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.

WATER AND PLUMBING: 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 damages of up to one hundred dollars (\$100).

POOLS: Renter agrees to be solely responsible for the use of swimming pools.

- No glass or glass containers are permitted in Pools.
- Pool rules and hours of operation are to be followed and respected as posted in the swimming pool area.
- Quiet hour starts at 10 PM so outdoor noise should be kept to a minimum. 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.

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.

WAIVER OF LIABILITY:

You understand the use of the pool/whirlpool tub is at your own risk and that special risks may be involved in using the pool/whirlpool tub. You accept full responsibility for any bodily injury arising from the use of the pool/whirlpool tub and hold the owner harmless. You understand there are potential dangers that the pool/whirlpool tub may present to children who are not carefully supervised, as well as the danger to any person using the pool/whirlpool tub, or if a person has health risks, or if a person uses the pool/whirlpool tub while under the influence of alcohol or drugs or medication, or uses the pool/whirlpool tub if pregnant. You agree to explain the risks of using the pool/whirlpool tub to any guests you may have at the property and to be fully and solely responsible for any accidents your guests may incur. You understand the risks discussed above and agree that you will assume all responsibility for yourself and your guest for the consequences of those risks. You agree to waive any claim whatsoever against the property owner and/or BEST DEALS BDPC for accidents or claims arising from you, other property occupants, and/or your guests' use of the pool and/or whirlpool tub.

CONDITION OF PROPERTY: All equipment in the Property should be in good working order. Please report any inoperative equipment to our office immediately. Every reasonable effort will be made to promptly repair inoperative equipment. No refunds will be made for inconveniences resulting from inoperative air conditioners, appliances or mechanical failure. If a condition occurs that affects the habitability of the Property, **BEST DEALS BDPC** will make its best efforts to relocate Renter to another available rental property. If another rental property is not available to relocate Renter, then **BEST DEALS BDPC** will refund any unused days of the rental period.

DAMAGE AND ADDITIONAL CHARGES: 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 of 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.

Please do not wait until check-out to report problems.

- Access for the repair or replacement of fixtures, appliances, furnishings and equipment may be made by **Best Deals BDPC** during the rental period.
- We will always request permission before entering the unit.
- Non-essential maintenance requests that can wait until guest departure may not be able to be honored.
- Non-essential visits will be severely limited or restricted.
- We will only dispatch a maintenance technician or third-party vendor if the issue is truly something that needs to be handled immediately, while the guest is still in residence.

LOCKOFFS: Please respect these locked closets, cabinets, or rooms. They are NOT INCLUDED as part of your rental.

ITEMS LEFT BEHIND: **BEST DEALS BDPC** is 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.

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.

ILLEGAL ACTIVITY: - Tenant shall use the property for legal purposes only and other use, such as but not limited to, illegal drug use, abuse of any person, harboring fugitives, etc.; shall cause termination of this agreement with no refund of rents or deposits.

INSPECTIONS: **BEST DEALS BDPC** has the right to inspect the premises without prior notice at any time to enforce the terms of this agreement. Should the Tenants violate any of the terms of this agreement, the rental period shall be terminated immediately. The Tenants waive all rights to process if they fail to vacate the premises upon termination of the rental period. The Tenants shall vacate the premises at the expiration time and date of this agreement.

LIMITATIONS OF REMEDIES, DAMAGES AND INDEMNITY:

- A) In the event of fire, eminent domain, act of nature, delay in maintenance, or any other reason whatsoever, Renter agrees that **BEST DEALS BDPC S.R.L.** or Owner's sole liability as a result of any such condition is a refund of the prorated rental for each day Renter is unable to use the property.
- b) Renter understands that there are inherent risks associated with any property, including risks associated with the use of pool, hot tub, whirlpool, sauna, grills, etc. Renter represents and certifies that he/she is thoroughly familiar with the proper use of the Property, including any appurtenances, fixtures and equipment in and upon the premises. Renter shall be responsible for Renter's guests and group members. Renter agrees to release and indemnify the Owner and **BEST DEALS BDPC S.R.L.** from and against all liability or loss should anyone be injured upon the premises during the rental period resulting from any cause whatsoever, except in the case of a personal injury caused by the negligent act of the Owner. Renter further agrees that Renter is responsible and liable for, and will pay upon request any damages that occur to the Property or any portion thereof due to Renter's or his/her guest's misuse, or negligent use of the Property or any portion thereof.

- c) Renter shall not be entitled to any refund or rebate due to delay in check-in, early check-out, unfavorable weather, temporary disruption of utility services, malfunctioning or dissatisfaction with equipment, appliances, furnishings or condition of property, construction and associated noise.
- d) Renter agrees to hold Owner and **BEST DEALS BDPC S.R.L.** harmless of any liability for injury or damage resulting from accident, injury, or loss of enjoyment resulting from weather, inoperable appliances, or equipment.
- e) Renter expressly recognize that any insurance for property damage or loss that the Owner may maintain on the property does not cover the personal property of Renters, and that Renters should purchase their own insurance for Renters and Guests if such coverage is desired.
- f) Renters agree to pay all reasonable costs, attorney's fees and expenses that shall be made or incurred by Landlord enforcing this agreement.

TERMINATION: If Renter or any member of his/her rental group violates the terms of this Agreement, then **BEST DEALS BDPC S.R.L.** may, at its sole discretion, terminate this Agreement with no refund of the unused portion of rent and may enter the premises and remove Renter, the members of his/her group and their belongings. A material breach of this Agreement shall include, but is not limited to the careless and reckless use of the Property.

UNAVOIDABLE CHANGES: **BEST DEALS BDPC S.R.L.** reserves the right in any circumstances to cancel the booking and in this event, we will return all sums (but without interest or compensation). In the event of a major change to the booking being necessary, **BEST DEALS BDPC S.R.L.** will inform Renter as soon as reasonably possible, and if the Renter does not wish to accept the booking on this basis, we will cancel the booking and return all sums (but without interest or compensation)

WEBSITE INFORMATION: All descriptions given on the website are made in good faith, but no liability can be accepted for error or omissions.

Upon check in, you are provided with a starter package of supplies, but these properties are self-catering. If you need additional items, we would be happy to provide directions to the nearest grocery store. Beach towels are provided in the units. We do not provide additional towels or bedsheets during your stay. There is a washer dryer that you can use to wash/dry sheets and towels.

FORCE MAJEURE: We accept no responsibility for, and shall not be liable in respect of loss or changes caused by Force Majeure, or any other event beyond our control. Should there be a sale of the property or any other circumstance that would prevent **BEST DEALS BDPC S.R.L.** from renting the vacation home (a "Force Majeure Event", **BEST DEALS BDPC S.R.L.** reserves the right to cancel the reservation at any time. Guest's sole remedy for cancellation due to a Force Majeure Event is a full refund of all rental payments, cleaning fees, and any deposit paid. If such Force Majeure Event occurs after check-in, Guest's sole remedy shall be pro-rated refund.

For any customer, including residents from other countries, whose international travel is cancelled or disrupted because of government restrictions, they will retain a credit equal to the value of their booked reservation. That credit can be used for 12 months from the time of date change. If the customer chooses not to use the credit, they will receive a refund at the end of that 12-month period equal to the value of their booked reservation.

Thank you for making your reservation with **BEST DEALS BDPC**. We are confident compliance with these policies, terms, and conditions will help all guests have a safe and enjoyable vacation. Renter understands all rules, charges, and fees that may be levied and authorizes **BEST DEALS BDPC**. to charge any fee due resulting from violations to this Agreement to his/her credit card.

BEST DEALS BDPC S.R.L.
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