

PALMAS Vacation Rental
Terms and Conditions



1. Payments:
50% of total reservation is required for booking. The remaining balance must be paid 2 weeks prior your arrival. Either you can give us the payment information (credit/debit card number) to automatically process with the payment or call us so we can use the different methods of payment we have. **TERMS AND CONDITIONS ARE ACCEPTED ONCE YOU MAKE THE DEPOSIT. BOOK BY PHONE AND MAKE THE DEPOSIT THAT MEANS YOU AGREE THAT YOUR BOOKING IS LEGITIMATE WITHOUT SIGNED THE PAYMENT TRANSACTION SLIP.**
2. Cancelations and/or refunds:
If you cancel within 30 (thirty) days from your arrival, your deposit will be refunded – less 20% charge of the total reservation for processing fees. This charge also applies for transferring dates and/or apartments.
If you cancel before the 30 (thirty) days from your arrival, your deposit will be refunded – less 10% charge of the total reservation for processing fees. This charge also applies for transferring dates and/or apartments.
If you cancel after 14 days from time of arriving, we will not be able to refund your payment unless we rent the apartment during your reserved period. In that case we will refund the proportional amount - less 20% of the total reservation for processing fees.
3. Check in options:
Regular check in time: 3:00pm or later Check out time: 11:00 am
Self check-in means that you will be receiving the necessary instructions to access the facilities keys at your arrival.
If you want to add extra hours and the apartment is available, the charges are as follow:
\$5.35 per apartment of 2-6 people in Aguadilla, per extra hour.
\$10.70 per apartment of 8-10 people and those in PALMAS Beach Club, per extra hour.
Extra hours after 5:00 p.m. are consider as an additional night and fees change.
4. Smoking Policy:
Smoking inside the villa/apartment is not allowed. A \$150.00 penalty will be charged for the maintenance fees if this policy is violated.
5. Pets:
Pets are allowed in our villas/apartments. This service will have a fee of:
\$32.10 – 2 nights of stay
\$53.50 – 3 to 7 nights of stay
\$74.90 – 8 to 14 nights of stay
\$107.00 – 14 and up nights of stay
PETS ARE NOT ALLOWED AROUND OR INSIDE THE POOL.
6. Security Deposit:
The apartment/villa will be inspected and check out after your leaving. If any damage, stained or missing objects has occurred in the apartment/villa, the guest

will be notified to proceed with the payment. Staining on carpets, bedding and upholstery have to be notified quickly to avoid permanent damage. Please inform Manager BEFORE LEAVING THE APARTMENT/VILLA.

Failure to do NOT NOTIFY may result in a charges depending on damage(s).

This charge will be equal to the cost of replacement. Any damage should be reported immediately to PALMAS Vacation Rental office Manager.

DO NOT force the sofa bed (couch) while opening or closing it. In case of damage, we will have to charge the repair service fee.

Ask for help in case you are not whiling to open it.

7. Cleaning:

The property is already cleaned and inspected before your arrival. If you would like cleaning services during your stay you can request it at the office. This service has an extra daily fee of \$40 per one-bedroom apartments, \$50 per two-bedroom apartments, and \$60 per three-bedroom apartments (plus 7% tax).

8. Maximum Guests Occupancy:

For an additional fee, we can accept only one more guest (must be approved). You have to notify Manager if this is your case. Charge is \$16.05 per guest/per night. If we found you do not notified before the additional guest, the charge will be \$53.50 per day. In some cases the Manager may cancel the reservation and you will have to leave the facilities immediately.

Due to some differences in our condos these are guidelines only.

Please check apartments details for maximum occupancy information:

1 bedroom sleeps maximum of 2 or 6 (depending of the condo accommodations)

2 bedrooms sleeps maximum of 8

3 bedrooms sleeps maximum of 10

Children 2 (two) years old and younger are not consider as guests.

9. Visitors policy:

Previous notified visitors are allowed for an extra fee of \$10.70 e/a. please consult with the Manager for more details. If you have unauthorized visitors around, the Manager will charge a \$26.75 fee per person. In some cases the Manager may cancel the reservation and you will have to leave the facilities immediately.

10. Weather/Acts of Nature:

No refunds will be issued for situations out of our control such as loss of power, damage by weather, etc.

11. Lost Key:

There will be a \$30.00 dollars fee if you lost or broke your key.

12. Pool & BBQ area:

The guests can use it until 8:00pm with moderate music volume. After 8:00pm you can continue your get together being sure that the music or noises are not disturbing the neighbors. **You can use the pool after 8:00pm with out any music or noise.** We don't allowed live music, music systems, rental carpets or rental chairs in the patio or pool area without previous authorization. Apartments located in PALMAS Beach club do not have a BBQ area.

If we received guest or police dispute about the noise or bad behavior, you will have to leave the area. The violation of these terms can lead up to the cancellation of your reservation and you will have to leave the facilities immediately. We do not allow any obscene language or music. If you are

already staying with us and any of the other guests are not following any of the established terms, please call Manager immediately at the office: 787-890-0352 or 787-643-8777 (Edgard).

13. Energy saver:
Please turn off the A/C units when you are going to be out of the condo. That will help us maintaining low rates.
14. Laundry:
The laundry area can only be used by guests that are staying 6 nights or more. Please bring your own detergent, and once you are done with the area, please close the door and leave the keys in the key security box. Guests of PALMAS Beach Club may use the laundry area in PALMAS 1.
15. Check out:
Guests must leave keys in the security “Master Lock”. Take garbage to the main garbage depository in front of the building and leave all dishes cleaned.
16. Palmas Beach Club Guests:
Only Palmas Beach Club guest can use the apartments parking lot. The pool will be only for the use and enjoyment of Palmas Beach Club guests.
17. We reserve the right to admission. Your reservation may be changed our canceled by direction of the PALMAS Vacation Rentals management.