



Vista Hermosa Estate

www.vistahermosaestate.com
vistahermosaestate@gmail.com

Phone: (909) 322-0931

Payment Policies

- **PAYMENT** – An advance payment equal to 50% of the total amount listed in this agreement is required within 5 days of this agreement to lock in your dates. This advance payment will be applied towards the total amount. The balance of rent is due **60 days prior to occupying the property.**
- **CANCELLATIONS** – Cancellations that occur less than 6 months to prior to arrival date and more than 60 days prior to arrival date will receive a 100% refund if we are able to re-rent the villa to another party. If we are unable to re-rent the villa, funds can be used towards a future reservation at Vista Hermosa Estate within 18 months of the canceled arrival date. Cancellations occurring more than 6 months prior to arrival date will receive a full refund. Cancellations less than 60 days result in no refund. Early departure does not warrant any refund of rent.
- **PAYMENT METHODS:** Attached you will find our banking instructions for the deposit payment. We also accept credit cards from Visa or MasterCard via PayPal but please be aware that PayPal charges a 3.5% service fee that must be added to the total. Please let me know if you would prefer to use a credit card and I will forward an invoice from PayPal.

Rules & Regulations:

CHECK-IN time is after 3:00 P.M. and CHECKOUT is before 10:00 A.M. However, we will attempt to work with your arrival and departure times.

USE OF THE RESIDENCE: The rental of the Residence is intended to be solely for residential vacation uses. Any use other than the authorized use entitles Vista Hermosa Estate to terminate this Agreement and in such case, the Client shall immediately vacate the Residence. In this case, there will be no refunds of the price paid for the rental. The same consequence shall occur in the case of any breach of any other term of this Agreement by the Client or any visitor or guest. The Residence includes swimming pool facilities. The use of such facilities is intended only for adults and for children under the responsibility and direct permanent supervision of a responsible and capable adult.

The Residence includes verandas, stairs, external gardens, walkways and other features that required the exercise of proper care and caution by users. The Client understands the normal risks associated with such features and therefore the use of said features is under the responsibility and liability of the adults using them or of the adults allowing the use of the facilities by children.

The Client agrees that doors and windows shall be closed when air conditioning is in operation and will turn off the AC units when departing the house each day. The Client is responsible for their own security while in the Residence by locking doors, windows, etc. when it's prudent to do so.



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NO SMOKING – Neither smoking nor illicit drugs are permitted inside the Residence. If evidence of smoking is found, the cleaning fees will be deducted from the deposit.

PETS– Pets are not allowed in the rental property.

SECURITY DEPOSIT - A fully refundable damage deposit of \$700.00 is included in this rental agreement. The deposit is NOT applied towards the rent; however, it is fully refundable 1 week after departure, provided the following provisions are met:

- No damage is done to the home or its contents, beyond normal wear and tear.
- No charges are incurred due to smoking, contraband, pets or collection of rents or services rendered during the stay.
- All debris, rubbish, and discards are discarded properly.
- Missing Pool towels will result in a \$15 charge per towel
- Missing beach chair \$50, missing beach umbrella \$60
- Lost remotes (gate, TV, AC, Gate) will result in a charge of \$80 per remote.
- All charges accrued during the stay are paid prior to departure (food, wine, etc).
- No linens are lost or damaged.
- No items are lost or missing.

REFUNDS – The owner of the Residence – Vista Hermosa Estate will not be responsible for any cancellations in the reservation due to hurricanes, floods, severe tropical storms, or other "acts of God" but such cancellation will result in a full refund to a client of the rental payments. The client accepts that there are occasional short-lived power outages following storms, typical for Central America, and the owner, Vista Hermosa Estate will not be responsible for any losses or damages due to these events.

MAXIMUM OCCUPANCY – The maximum number of guests is limited to the number of persons stated in the Max Occupancy description of this agreement. No additional persons are allowed to stay in the Residence without prior written consent from Vista Hermosa Estate. If the maximum occupancy is exceeded, the Client will forfeit their damage deposit.

EXCLUSIVE CONCIERGE –Your private Concierge and Vacation Coordinator will contact you months in advance to assist with planning your exciting and memorable stay at Vista Hermosa Estate including transportation from San Jose Airport to Manuel Antonio, tours/excursion with only



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certified and experienced companies and everything else to ensure a stress-free and memorable vacation.

DAILY HOUSEKEEPING SERVICE – Housekeeping will be provided daily (except Sunday), including personal laundry service (regular wash items), 2 days per week and upon request.

CHEF SERVICE – Vista Hermosa comes standard with a Private Chef to prepare up to 2 meals per day for the guests staying at the Villa. Cost of Groceries and beverages are separate and the Chef will provide the actual store receipts for reimbursement. There are additional fees for the Chef to work any event.

SECURITY – Vista Hermosa Private Estate is one of very few luxury rentals in Manuel Antonio that has contracted with a Professional Security Company to protect the property and our guests. Nevertheless, and is in most Countries, there is petty theft in Costa Rica! Vista Hermosa Estate will not be held accountable for any lost or stolen items. There is a safe in every bedroom so please use them.

SITE FEE FOR EVENTS - Vista Hermosa charges a site fee for any event. Depending on the number in attendance, the site fee includes staff expenses such as chef services, chef assistants, maids for the event, extra staff to move furniture & other miscellaneous items, daytime guards (if necessary), and extra wear and tear on the villa including treatment plant maintenance, etc. Any type of event such as a birthday party, wedding, reception, welcoming party, rehearsal dinner or a day after brunch, to name a few, falls under this condition and will be subject to an additional site fee. This Event Fee is based on the number of individuals in attendance. Any event that occurs at Vista Hermosa is subject to an Event Fee. The max number of individuals attending any such event is 50 guests. If an Event Fee is added to this rental agreement, this fee does not include services such as a wedding planner, servers, bartender, event coordinator, photographer, decorations, flowers, extra tables/chairs required, place settings, etc., or cost of food/beverages. An event/wedding planner will provide costs for these items. An event/wedding planner is required for events with 25 or more in attendance. Client agrees to hire an event/wedding planner approved by Vista Hermosa. Server and bartender services can be added for a nominal fee if the client decides not to hire an event/wedding planner for an event with 24 or less in attendance.

The event itself must only occur in the yoga area located on the middle floor and the top floor only.

EVENT SITE FEE CHEF SERVICES – This rental agreement includes Chef services for up to 2 meals per day, however, this does not include Chef services for events. Chef services are included when an event fee is added to the rental agreement. If a Chef other than Vista Hermosa's own Chef is hired for an event, it is a requirement to have our Chef be present in the kitchen during the event to assist with locating cookware, table settings, and other kitchen related questions.



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LIABILITY - The Client and all guests in the party hereby, specifically and inclusively, release the Owner David Lozano, Vista Hermosa Estate, its employees, its providers and contractors, its directors and officers, any affiliates and subsidiaries, from any kind of responsibility, liability or similar claim, which may in any way, shape or form, arise from the Client, any visitor or guest of the Client whom for any reason may arrive or be present at the Property and/or the Residence at any time, arising from any accident, theft, loss, act of nature, injury, death and in general any damage or harm which may in any way, shape or form or for any reason or cause whatsoever during the term of the rental or in any way related to this Agreement.