

CASA BAMBU VACATION RENTAL AGREEMENT

Terms and Conditions

This agreement constitutes a contract between Dory Graae, the Owner, of Casa Bambu, which includes The Tortuga, The Seahorse, The Tree House, and The Casa Bambu suites, and the guest whether one or more when making the reservation or payment of money or taking possession of the property after receipt of the agreement is evidence of your acceptance of the terms and conditions of the agreement set forth herein and your intent to use this property for a vacation rental.

1. **BOOKING PROCEDURE:** A 50% deposit of the rental rate is required at the time of the booking. The balance is due 60 days prior to your arrival. Upon payment, the guest automatically accepts these terms and conditions.
2. **CANCELLATION:** Cancellation or date changes must be requested in writing. Cancellations within 48 hours of making the booking allows a full refund of the deposit less a processing fee. Cancellation made 59 or more days prior to arrival will be allowed a credit to be used for future booking of the same unit, if available, within six months of the original reservation, and is subject to a \$125 CAD administrative fee, Cancellations made 60-0 days prior to arrival are non-refundable
3. **OCCUPANCY:** Each rental property lists the maximum occupancy and number of beds available. Please consider all members of your group when making reservations, including children. In cases of unauthorized number of persons, we reserve the right to ask for immediate decrease in occupancy to continue the stay or to have the property vacated with no refund.
4. **REGISTERED GUESTS:** Only registered guests are allowed in the property for security reasons and your own safety. Outside visitors can be permitted prior to arrangements with the on-site Host or Owner or Property Manager. **No events or parties.**
5. **CHECK-IN / CHECK OUT:** This agreement is for the property and dates provided for on the confirmed reservation submitted. Check in time is 3:00 pm. Check-out time is 10:00 am. There can be flexibility if there are no prior guests leaving or no other arriving the same day; however, there is no guaranteed check-in prior to 3:00 pm or check-out after 10:00 am. We appreciate your cooperation with these policies when rentals need to be cleaned and ready for the next guest arrival.
6. **ELECTRICITY / INTERNET / CABLE TV:** Infrastructure on the island of Roatan is not first world. Please be advised that Casa Bambu cannot be held responsible for problems arising from outside service providers. Every effort will be made to deal with these outside service providers to solve any problems that may arise in a timely fashion; however, no rebates or refunds will be given for lack of service that are beyond our control.
7. **LAUNDRY:** For stays longer than 10 days, laundry is free. For stays less than 10 days, you must book/pay for the washer/dryer and there is a fee of \$10 CAD per load to cover the electricity. You have to supply your own soap and dryer sheets. We encourage you to hang your items on the line provided
8. **LINENS AND ACCESSORIES:** Linens and normal housekeeping items such as appliances, dishes, silverware, cookware, glassware and initial paper goods, are provided. Guests should plan to supply on going paper goods, laundry soap, dish soap, beach towels and any outdoor equipment/supplies, such as bug spray, suntan lotion.

9. DRINKING WATER: 5-gal container(s) are free. Replacement bottles can be picked up on the main landing under the stairs. Please put the empty bottle on the main landing under the stairs. Do not use the tap water for cooking or drinking.
10. SMOKING: No smoking inside the rental, please. If non-smoking house policies are violated a \$250 cleaning damage charge will be taken from the security deposit.
11. BBQ: There is a common BBQ for our guests. Please keep the grill clean and tidy and turn off the propane when finished.
12. WIFI: Free for our guests; password received prior to arrival.
13. BEACH CHAIRS: Please return chairs to the house or to safe area if you move them closer to the water.
14. PETS: Pets are not allowed
15. ENTRY: Upon reasonable notice, Casa Bambu agents/employee/contractors/owner will have the right to enter the property at reasonable hours and times to inspect the premises, to make such repairs or alterations as Casa Bambu considers proper.
16. DAMAGED ITEMS: Guest(s) agree to not hold Casa Bambu owner or its contractors/agents/employee liable for personal injury or personal property damage sustained by guest or parties invited on the property by the guest.
17. LOST ITEMS: Casa Bambu is not responsible for lost or misplaced personal items. However, if notified and/or found within a reasonable amount of time we will ship items at the guest's expense.
18. KEYS / REMOTES /BEACH CHAIRS/GUITAR(S): You are responsible for lost, misplaced, damaged or not returned keys, remotes, beach chairs and guitar(s). The guest will be responsible for a lost/misplaced or not returned or damaged: key at \$25 CAD each, remote(s) are \$50 CAD each, and chair at \$200 CAD, guitar at \$500 CAD and the fee will be taken from the security deposit.
19. SECURITY DEPOSIT: A security deposit of \$500 CAD is due 60 days prior to arrival date. A check out review by the Host and/or a Manager/Owner, will inspect the interior apartment/or rental property for damage(s), missing/damaged items, and abnormally dirty appearance. If the Host or Manager/Owner determines that damage is present, items are missing or the apartment is abnormally dirty, the Host or Manager/Owner will repair the damage, replace the missing items and/or have a deep clean of the apartment at the guest's expense and fee will be taken from the security deposit. If no damages, the security deposit minus a processing fee will be returned to your payment method 7-12 days post stay.
20. PROBLEMS AND CONCERNS: Although every effort is made to maintain all rental in good order, wear and tear on a rental is unavoidable. Please notify any problem to the on-site Host from 9am to 5pm. You will receive the Host's, Property Manager, Maintenance Manager and Owners contact information on your check-in. Every effort will be made to rectify any problem in a timely manner. Please keep in mind that Roatan like many small islands is without ready access to many goods and services that are available in the United States, Canada and Europe.

For after hour emergencies, you can contact the Property Manager or Owner or Maintenance Manager via WhatsApp. Details are provided prior to arrival.

21. **CLEANING FEE:** There is a \$120 CA departure cleaning fee due on 60 days prior to arrival. Property shall be left in good order. Please place trash, at least weekly, in the trash containers by the road. At departure, please remove linens & towels and place in shower or linen basket, and please wash dishes. Remember your passport and items.

22. **ELECTRICITY** is generated on the island and is very expensive \$.47 per kwh as compared to \$.13 for Canada per kwh. Please help us conserve electricity by turning off your air conditioner and lights when leaving the rental unit. If you need to use it during the day, please regard the rules and pay for day usage and living room usage as specified below.

AIR CONDITIONING (running): 3 hours per day in the bedroom and 3 hours a day in the living room is free or 6 hours total for either bedroom or living room is free. Additional use will be charged on check-out.

23. **WAIVER OF LIABILITY:** Guest agrees to indemnify Casa Bambu, its owner/agents/contractors/employees free and harmless from any claim or liability for any loss or damage what so every arising from or in connection with the rental including but not limited to any claim or liability for personal injury or damage or loss of property which is made incurred or sustained by guest or any guest visitors. This also includes any common areas that the property may have or connected as well as rental equipment or transportation ordered through Casa Bambu owner/agent/employees/contractor for guests use.

Thank you for your reservation

Casa Bambu, West Bay Beach, Roatan, Honduras