

Roatan Property Management S. A. Rental Policy Agreement

West End, Roatan, Honduras (504) 445-4117 westend@roatanpropertymanagement.com

This agreement constitutes a contract between Roatan Property Management S.A. as agent for the owner of the property and the undersigned Guest whether one or more. In signing this agreement the Guest agrees to abide by the following conditions as they pertain to the property and rental dates listed below.

Booking Procedure:

*Reservations are confirmed with a 25% non refundable deposit.
The balance is due 30 days prior to arrival and is also non-refundable.*

Cancellation Policy:

There are no refunds due to cancellations, though we will allow a credit to be used for future booking of the same property if cancellation is made before 60 days prior to arrival; this must be used within six months of original reservation.

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, the owner or representative reserves the right to ask for immediate decrease in occupancy to continue the stay or to have the property vacated with no refund of rent.

Property Equipment:

Each rental property is privately owned and has met basic inventory requirements. All homes include basic furniture, kitchen equipment, linens and towels and remain the property of the owner. Each house is decorated and furnished according to the taste of the owner. Most homes have locked closets, these areas contain the private property of the owner; please respect their privacy.

Supplies: *A supply of dry goods are provided i.e. paper towels, toilet paper, soap, etc. to get you started, however these are not replenished during your stay. There is no guarantee of food stuffs being available though often you will find items such as salt, pepper, coffee etc. which you are welcome to use.*

Toiletries, *hair dryers, beach towels, floats, snorkeling equipment, coolers, beach chairs, sunscreen, insect repellent etc. are not provided unless otherwise stated. Most of these items are available locally, though you will find it more cost effective to bring them with you.*

Check – In / Check – Out

Check in time is 3:00 p.m. Check out is 10:00 a.m. There can be flexibility if there were no prior guests leaving or no other guests arriving the same day; however there is no guaranteed check in prior to 3:00 p.m. or check out after 10:00 a.m. We appreciate your cooperation with these policies when houses need to be cleaned and ready for the next guest's arrival.

Problems and Concerns:

Although every effort is made to maintain all rental properties in good order, wear and tear on a rental property is unavoidable. Please notify the management company as soon as possible if a problem with the rental property exists. 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.

Outside Services:

Although services are by in large good on the island of Roatan please be advised that neither Roatan Property Management nor the owner can be held responsible for problems arising from outside service providers; i.e. electric company, cable TV company, telephone company, internet company etc. etc. 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 services that are beyond our control.

Waiver of Liability: Guest agrees to indemnify and save owner, its employees and agents free and harmless from any claim or liability for any loss or damage whatsoever arising from or in connection with the rental of the property including but not limited to any claim or liability for personal injury, damage or loss of property which is made, incurred or sustained by guest or any guest visitors. This also includes any community pools or recreation areas that the property may be part of or connected to as well as rental equipment or transportation ordered through owner /agent for guests use.

Lost Items: Owner / agent is not responsible for lost, stolen or misplaced items; however if notified and or found within a reasonable amount of time Roatan Property Management will ship items at the guest expense.

Smoking: Most houses do not accept smoking. Smoking indoors requires approval prior to check in. If non-smoking house policies are violated cleaning damages will be taken from security deposits.

Pets: Pets are not allowed in most homes. Any pets must be approved in advance and all applicable pet fees and deposits collected.

Keys: Guests are issued 2 keys at check in. As these are privately owned properties guests are responsible for lost keys. In the event keys are lost, misplaced or not returned the guest will be responsible for a lost key charge of \$20.per key.

Please Note: Roatan is a developing island and is currently going through a rapid growth period. With this growth there are many more products and services available than in the past. Also due to this growth there are new developments and new construction projects going on at any given time and place. Neither the property owner nor Roatan Property Management can be held responsible for construction noise that is beyond our control.

Extra Fees:

Published property rates are the final cost of each property. There is however additional fees associated with the rentals as follows:

1. Honduras Taxes: Sales tax: 12% plus Room tax: 4% Total: 16%
2. Security deposit – all properties require a security deposit collected prior to arrival. This deposit covers replacement costs for any damage over and above normal wear and tear, excessive cleaning or unnecessary service calls during the guest’s occupancy. Deposits will be returned upon satisfactory check out inspection.
3. Air conditioning – Each property listing states if they are equipped with a/c units and specifically states the weekly rate if there is an additional cost associated with the use of a/c.
4. Maid service – all properties are cleaned prior to each guests arrival and departure. Additional maid service can be requested and paid for by the guest.

We thank you for your cooperation and understanding and we’ll make every effort to ensure that your stay is enjoyable...

House ID: _____ **Date:** _____

Rental Dates Check in: _____ **Check Out:** _____

Guest /Renter: _____

RPM / Representative: _____