

# GENERAL ACCOMMODATION POLICIES AND CONDITIONS

## 1. GENERAL CONTIDITIONS OF ACCOMMODATION

### A. Price Policy:

- i. Rates are quoted for single or double occupancy per unit.
- ii. Published rates are subject to a VAT tax or applicable taxes at the time in case this changes.
- iii. The VAT tax corresponds to 13% applied to hotel services in accordance with the provisions of the law.
- iv. The room rate includes a full breakfast every day. An additional charge of \$ 20.00 taxes included for each additional guest will apply.
  1. *An additional guest is defined as a person in addition to the double occupancy assigned per unit.*
- v. Children under 10 stay for free.
- vi. Children over 10 years of age and older will be considered adults and will be charged as an additional person at \$ 20 taxes included per night.
- vii. *Payments are received in AMERICAN DOLLARS or in COLONES the currency of COSTA RICA only, and can be paid with Visa, MasterCard or American Express.*
- viii. *Charges may need to be converted from Costa Rican currency to dollars. Some credit card companies will apply an additional charge for international transactions, which will appear on the customer's statement at a later date.*
  1. *EL RODEO ESTANCIA BOUTIQUE HOTEL has no authorization or control over these charges. The client assumes the difference of said commission and should contact his credit card company in case of doubt.*
- ix. Direct deposits, bank transfers or personal checks must be previously agreed with our reservations and accounting department, and proof of bank transactions must be sent by email to: [info@elrodeohotel.com](mailto:info@elrodeohotel.com)
- x. To reserve your room you must make the payment prior to the arrival of the client.
  1. *Minimum 8 days in advance in case of direct reservations.*

B. Reservations: The rooms are subject to availability and the hotel reserves the right to refuse any reservation.

### C. Services included in the rate:

- i. Accommodation
- ii. Complimentary breakfast for the guest

1. *Pax extra must pay the breakfast they consume.*
  - iii. WIFI Internet connection.
  - iv. Use of the gym and recreation areas
  - v. Use of tennis court upon availability
  - vi. Pool
  - vii. Security box in the room
- D. Services that are NOT included in the rate:
- i. Laundry service
  - ii. Snacks
  - iii. Extra breakfasts
  - iv. National and international phone calls
  - v. Food in the Steak House
  - vi. Other services not specified in the rate
  - vii. Free shuttle to hotel - airport or airport-hotel
  - viii. Transportation
- E. Guarantee: To guarantee lodging in all situations, 100% of the reservation must be canceled.
- F. Pets: Pets are not allowed in the rooms, except guide dogs.
- G. The hotel has a free luggage storage available to customers for a few hours after departure.
- H. Children policy: Children under 10 years stay free.
- I. We have 2 cots and 2 rollaways available. Check availability at reception well in advance.
- J. Parking: Free parking is offered during the guests' stay.
- K. Parking is not rented to people who have no reservation for lodging at our hotel.
- L. Direct reservations:
- i. Reservations that include between 4 or 5 rooms are considered group reservations and as such are required to pay a non-refundable deposit of 25% at the time of the reservation with the balance due 7 days before the date of arrival.
  - ii. Reservations comprising 6 or more units are required to pay a 50% non-refundable deposit at the time of booking with the balance due 7 days before the date of arrival.
- M. Reservations of travel agencies are subject to special conditions; Contact our reservations department for more information.
- N. The hotel reserves the right not to allow guests or accommodation if, upon arrival, the administration reasonably considers that the guest is under the influence of alcohol or drugs, is dressed improperly or is behaving threatening, abusive or otherwise unacceptable behavior.

- i. The hotel reserves the right to require a guest to leave if he / she is causing a disturbance, other annoying guests or hotel staff or behaves in an unacceptable manner.
- O. Guests must comply with all reasonable rules and procedures at the hotel, including legal requirements, health and safety procedures regarding registration.
- P. It is strictly forbidden to smoke in hotel rooms and common areas.
  - i. BREACH OF THIS POLICY results in an automatic charge of \$ 150 in the credit or debit card account provided by the guest as security when the reservation has been made.

## 2. HOTEL SCHEDULES

- A. El Rodeo Estancia Boutique Hotel has a reception open 24 hours a day, 7 days a week.
- B. Time of arrival / departure: The check-in is done after 15:00 on the day of arrival. The departure is before 12:00 m.d on the day of departure. Failure to do so will entitle the hotel to charge for an additional night. The charges will be with the current hotel prices that are available upon request. Guests must pay all outstanding charges at check-out. If a balance is pending unresolved upon departure, the payment will be collected with the card that is used as guarantee to the guest's income.
- C. Early check in or late check out: It is possible to request early check in or late check out, but must be informed in advance to the receptionist before or during the stay. These services have an additional cost.
- D. Breakfast schedule: Open from 6:45 a.m. to 9:45 a.m.
- E. Steak House Hours:
  - 1. *Open Monday through Saturday from 11:45 a.m. to 9:45 p.m. and on Sundays from 11:45 a.m. to 4:45 p.m.*
- F. E. Los Potros Bar Schedule (Snack bar): Open on Sundays from 6:00 p.m. to 9:00 p.m.
- G. F. Playground hours: Open from 9:00 a.m. to 10:00 p.m.
- H. G. Pool area hours: Open from 6:00 a.m. to 10:00 p.m.
- I. H. Gym area schedule: Open from 6:00 am to 10:00 p.m

## 3. RESPONSIBILITIES GUEST

- A. Responsibilities:
  - i. Guests must report any loss or damage to their property immediately upon discovery of the hotel reception or other appropriate staff members, and should be available to assist with reports made by the hotel to the police.

- ii. Guests may not enter the hotel areas that are indicated as closed to the public.
- iii. The hotel is not responsible for any loss or damage caused to a customer's vehicle, unless it has been caused by the hotel. Guests will be responsible for the loss, damage or personal injury they may cause at the hotel and the hotel may claim such amounts of debit or credit card information provided at the time of reservation or arrival.
- iv. Please note that if on occasion you are asked more than once to maintain noise levels, hotel staff has the right to ask to leave the premises and none of the charges will be refunded.
- v. Prostitution and exploitation of minors is not allowed in this hotel under any circumstances.
- vi. We are a small hotel, so we kindly ask that you respect the other guests staying in it.

#### 4. CANCELLATION POLICIES

##### A. Cancellations in case of reservation through the website:

- i. **NO SHOW:** In case of non-presentation of the guest without prior notice to 24 hours of arrival 100% of the reservation will be charged to the credit or debit card as a penalty without refund in all cases.
- ii. **Early departure:** In case the guest leaves the hotel earlier than expected in all cases, there is no refund for unused nights of your reservation.
- iii. Refunds are exclusive for reservations under this option and cancellations must be informed at least 24 hours in advance.
  - 1. *In the event that the minimum time is not reported, they will be subject to a penalty charge and no refund will be offered.*

##### B. Cancellations in case of direct reservation or walk in:

- i. **NO SHOW:** In case of non-presentation of the guest without prior notice prior to 24 hours of arrival 100% of the reservation will be charged to the credit or debit card as a penalty without refund in all cases.
- ii. **Early departure:** In case the guest leaves the hotel earlier than expected there is no refund for unused nights of the reservation.
- iii. Refunds are exclusive for reservations under this option and cancellations must be informed at least 24 hours in advance.
  - 1. *There is a 10% administration fee deducted from any eligible refund.*
  - 2. *In the event that the minimum time is not reported, they will be subject to a penalty charge and no refund will be offered.*
- iv. In the case of agencies, review the corresponding cancellation document.

## 5. GENERAL CONDITIONS FOR TOURIST PACKAGES

- A. Alliances: The Rodeo Estancia Boutique Hotel can partner with other companies, entities or organizations to form Tourist Packages of services for the benefit of its guests or customers.
- B. Responsibilities: The Rodeo Estancia Boutique Hotel explicitly declares that it works, only, as, INTERMEDIARY between THE CLIENT and the SERVICE BORROWERS of the entities or persons called to provide the services indicated by this product, except accommodation at our hotel. Consequently, the guest releases the Rodeo Estancia Boutique Hotel from any responsibility for any damage, injury, accident, delay or irregularities that may occur during the execution of these services. Likewise, due to the bad natural atmospheric conditions and for any other reason that constitutes a fortuitous event or force majeure in the use of the tourist plan.

THE RODEO ESTANCIA BOUTIQUE HOTEL IS EXEMPT FROM LIABILITY FOR BREACH OF THE AGREEMENTS SPECIFIED IN THIS DOCUMENT DIRECTLY OR INDIRECTLY CAUSED BY OR AS A RESULT OF ANY CONDITION BEYOND HUMAN CONTROL OR GOVERNMENT CONCERN. THE OPTION OF RE-BOOKING IS SUBJECT TO THE DISCRETION OF THE HOTEL, AS WELL AS THE AVAILABILITY OF ROOMS COVERED BY THE DATES OF THE PLANNED VISIT.