

RENTAL AGREEMENT

TERMS & CONDITIONS

1. Official Check in time is 4:00 p.m. and official check out time is 11:00 a.m. unless otherwise noted in confirmations from onsite rental management company. This agreement does not create a tenancy or residence. You must depart at the appropriate time. If you are arriving prior to 4:00, please inform your vacation rental manager. When you arrive, you will be able to store your luggage in the vacation rental unit, but may have to wait for the maids to complete cleaning. If you require a late check -out and we can accommodate you, we shall.
2. This is a NON-SMOKING unit. Smoking is permitted outside only. Pets are not permitted in rental units under any conditions. Violation of the smoking or pet rules may result in penalties equal to one night rent.
3. SELF- RESPONSIBILITY. Owner and Playa Beach Condo, LLC are not responsible for any injury of any kind sustained or caused by renter. Renter assumes all responsibility and liability for any and all actions while staying at rental property. In that the laws of Mexico may be different from those of your home country, please be advised that owner and Playa Beach Condo, LLC are not liable for issues related to noise, pollution, illness, violation of laws or injuries of any type.
4. AGE REQUIREMENT. We will not rent to vacationing students or singles under 25 years of age unless accompanied by an adult guardian or parent. Some units have specific minimum age requirements as well.
5. GUEST ASSISTANCE - Each guest reservation includes a required occupancy/amenity/guest assistance fee that is nonrefundable and is included in the amount shown above.
6. DAMAGE DEPOSIT - A damage deposit is not required. Guest will be liable for any purposeful damage or loss that occurs during their stay at vacation rental property and guest agrees to allow charges for purposeful damage and loss to be charged to credit card on file. If guest is paying by check, they agree to provide a valid credit card number to cover any purposeful damage or loss. Loss of keys is not covered by this policy. Guests will be charged \$100 for key loss. Do not go swimming in the ocean with the key in your pocket.
7. PAYMENT - An advance payment equal to 50% of the rental rate is required upon reservation. The advance payment will be applied toward the rent. Final payment of remaining 50% of rental rate is due 60 days prior to

arrival. You may also use all major credit cards by making a secure online payment that has been provided directly by your vacation rental manager.

8. CANCELLATION - A sixty (60) day notice is required for cancellation. Cancellations that are made more than sixty (60) days prior to the arrival date will incur a fee equal to one night stay to cover costs associated with the cancellation. Cancellations that are made within sixty (60) days of the arrival date, forfeit the full advance payment. Cancellation or early departure does not warrant any refund of rent or deposit. **NO REFUNDS WILL BE MADE FOR RESERVATIONS INCLUDING HOLIDAY PERIODS, HIGH SEASON or FOR RATES THAT HAVE BEEN DISCOUNTED MORE THAN 10% UNDER ANY CIRCUMSTANCES.**

9. HURRICANE SEASON/TRAVEL INSURANCE -- We require all guests to purchase travel insurance if you are traveling to Mexico from June - November, which is hurricane season. It is your responsibility to purchase and have the insurance in place. Often guests choose not to travel due to weather or weather related issues and the only way you can be assured of refunds and compensation is to have proper coverage. Do not overlook this important requirement.

10. MAXIMUM OCCUPANCY - The maximum number of guests varies by property. You will be penalized \$200/per night per additional guest that exceeds the maximum listed without prior approval from vacation rental manager.

11. THIS PROPERTY MAY HAVE MINIMUM STAY REQUIREMENT. Longer minimum stays may be required during holiday periods and high season. Shorter stays are permitted if guest is booking less than 30 days prior to arrival and/or with the approval of the vacation rental manager.

12. INCLUSIVE FEES - Amenity fees are included in the rental rate except if specifically noted elsewhere.

13. MAID SERVICE - Maid service will provide you with a clean unit upon your arrival. Depending upon the length of your stay and the property you are renting, you may have additional cleanings by the maid service. Maid service should be tipped \$4-5 per cleaning that occurs during your stay. Typical maid service for condos is every other day. Typical maid service for houses is daily with the possible exception of Sundays and daily tipping should be equal to the number of guests.

14. RATE CHANGES - Rates subject to change without notice. All prices are firm and unchanging upon receipt of

initial payment.

15. FALSIFIED RESERVATIONS - Any reservation obtained under false pretense will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check in.

16. WRITTEN EXCEPTIONS - Any exceptions to the above mentioned policies must be approved in writing in advance - email exceptions are permitted.

17. RULE AGREEMENT - By the act of renting a vacation rental property, guest agrees to abide by the written and posted rules of the property. Occupants/guests violating rules or causing disruption to other guests may be removed with no refund of rental payment. By renting this unit you agree to grant access to the owner or representatives during your rental period for purposes of cleaning, maintenance, inspection, and other necessary purposes.

18. RENTAL UNIT - Should there be any reason to relocate a guest into a vacation rental property other than the one specifically reserved, the lower priced unit will be the rate given to the rentor. In rare instances a move may be required due to weather, maintenance, human error and other unforeseen circumstances. Every effort will be made to place guests in the agreed upon unit or a unit that is superior.

19. SPECIAL CIRCUMSTANCES - Agent, owner, HOA and property management are not responsible or liable for noise, actions, or other disturbances that may occur. Please note: January is music festival month in Playa del Carmen. Other festivals and activities may take place at other times throughout the year.

20. SPECIAL CIRCUMSTANCES PART II - Your condo may have special amenities including but not limited to satellite television, internet access, outdoor grills, hammocks, jacuzzis, dishwashers, icemakers and washer/dryers. While our property managers do their best to ensure each guest has full working access to all of these amenities, there are unavoidable circumstances that may make a particular amenity or amenities unavailable. Repair and or replacement will be attended to promptly but the loss of any amenity will not warrant a refund or price adjustment.

By renting this property you are confirming your agreement and adherence, and the agreement and adherence of all other occupants and/or guests of the vacation rental, to all terms and conditions of this agreement.

The undersigned agrees to the conditions of the rental agreement and credit card billing for excessive cleaning or damages:

Signature: _____ Print Name: Date:

To make a secure online payment, please use the online payment link that is included in a separate the email.

Please return this completed form to Your Best Getaway via email - book@ybget.com.