



House Rules

Vacation Rental Agreement - The Guest agrees to abide by the following rules upon placing their reservation.

1. Property

The property is fully furnished and includes essential kitchen and bathroom amenities. The property is located at Corteza Del Sol Unit 1A, Jaco Beach, Costa Rica with the specific address provided in your reservation.

2. Occupancy Limit

The maximum occupancy of the property, including the guest, all members of the rental party (adults and children, including infants under 2 years old), and any day visitors, is 4 total. Day visitors must leave the property by 9 PM. All visitors must register with security at least 2-4 hours in advance and present a valid photo ID. Please contact the host for more information if required.

3. Rental Period & Check-In

The property will be available for guest check-in starting at 3:00 PM on the arrival date and must be vacated by 11:00 AM on the departure date unless prior arrangements have been made.

4. Keys & Access Codes

The property owner or host will provide the guest with the combination to the key lockbox located near the front door. Guests are not permitted to duplicate keys. Failure to return keys will result in the cost of a new lock set being charged to the guest.

5. Rental Rules & Restrictions

Respect the Property: Please leave the property in the same condition as when you arrived. Any damages will be assessed after your stay, and repair or replacement costs will be the guest's responsibility.

Acts of Discrimination or Harassment: All guests are expected to treat each other and staff with respect and fairness. Any form of discrimination, including but not limited to race, color, religion, gender, national origin, disability, or sexual orientation, is strictly prohibited. Acts of harassment, intimidation, or exclusion based on these or any other protected characteristics will not be tolerated. Violations of this rule may result in potential reporting to local authorities, and/or fines imposed.

Gratuities: Tips for support staff are greatly appreciated and help support the local community. Gratuities for security guards are also welcomed as a gesture of appreciation for their service.

Patio Use: Please do not hang towels, clothes, rugs, or any other items on balcony railings, chairs,



or table. This helps maintain the appearance of the property and ensures the safety and comfort of all guests. Wet items can be placed on shower hooks, or towel bars.

Pets: No pets or emotional support animals are allowed on the premises. As these are privately owned properties, HOA Bylaws do not accommodate pets or emotional support animals. Please contact host in advance of placing your reservation if a service animal is required to support a disability. The HOA Bylaws don't accommodate any animals of any kind including service animals. This unit is located on the 1st floor thru a non-paved walkway mixed with stone and grass.

Water Stains Prevention: Please do not place wet swimsuits, towels, or clothing on the living room couch, chairs, or beds. To prevent water stains and damage, wet items should be placed on designated drying racks, shower hooks, or towel bars.

Laundry Care: Please empty sand from clothing and towels before using the washer or dryer to prevent damage to the machines. Hang wet swimsuits and clothes in the showers. To help keep the property clean, use the showers located by the pools to rinse off before returning to the unit.

Parking: One parking spot is available for free in designated areas. If you require an additional parking space, please contact us in advance.

Noise Levels: Please be respectful of neighbors in this family-friendly complex by keeping music and noise levels low, especially on your balcony. Music with obscene lyrics is not allowed anywhere in the complex, regardless of language. Speakers are prohibited around the pool and in common areas—please use headphones in these spaces.

Fines: Security may impose fines for noise violations or other infractions. Thank you for helping maintain a peaceful and enjoyable environment for all guests and residents.

Energy Conservation: Costa Rica is an eco-friendly country, and we encourage energy conservation. Please turn off the A/C when opening sliding doors or windows. To maximize cooling efficiency, keep bedroom doors closed to cool specific areas more effectively. Thank you for helping us reduce energy waste!

Trash Disposal: Please use the trash containers provided and dispose of all waste in securely closed plastic bags. For more details, refer to the condo portal. Do not leave trash in common areas to help maintain a clean and pleasant environment for all guests and residents.

BBQ Grills: 1 Gas grill is provided and permitted for use on the patio only. Please do not move.

Cleaning Services: The cleaning crew takes care of all cleaning, including dishes, bedding, towels, floors, kitchen, and bathroom. Turnaround time between guests is less than 4 hours, so we appreciate your consideration in keeping the space tidy. Additional cleanings can be arranged during your stay for an extra fee. Please contact us in advance to schedule.

No Smoking or Open Flames: Smoking or vaping is prohibited anywhere on the premises. Open



flame devices, including candles, lighters, incense, and lanterns, are not allowed. The use of illegal drugs is prohibited anywhere on the premises.

Alcohol: No alcohol consumption is allowed in common areas or around pools, and public intoxication is prohibited. This is a family-friendly community, and fines or evictions may be imposed for violations.

Visitor Policy: This is a family-friendly complex. Unauthorized visitors are not permitted and will be removed by security. All visitors must present a photo ID and be registered with security 2-4 hours in advance. Please message the host in advance if you are expecting a visitor within occupancy limit total of 4 for seamless entry.

Sports Equipment: Bicycles, scooters, skateboards, surfboards, and large inflatables are prohibited in the pool area.

Clothing and Towels: Do not hang clothes, towels, or other garments on the patio of the property or on front bushes. Remove sand before entering the house by using the outdoor shower.

Toilet Paper: Do not flush toilet paper or any paper products down the toilet. Use the waste bin provided in each bathroom.

Parties: Parties are not allowed. Day visitors are welcome but must not exceed the total guest count for the property of 4 as indicated on the property listing. Please message host in advance for seamless entry.

Insect Prevention: Keep doors and windows closed to prevent insects from entering the home from the surrounding rainforest. While we take thorough cleaning measures and the property undergoes regular fumigation, we cannot be held responsible for insects that enter after check-in.

Lost/Damaged Items: Any lost or damaged items from the house inventory will be charged according to the price list provided in the printed Welcome Guide (e.g., towels, sheets, beach chairs, glasses).

Security Enforcement: Security guards will regularly patrol the grounds to enforce these rules. Failure to comply may result in fines, imposed by local authorities according to condo regulations. Treating security staff unfairly will not be tolerated and will result in a fine or eviction from the property.

Quiet Hours:

Monday to Sunday, 9:00 PM to 8:00 AM

Pool Hours:

Monday to Sunday, 8:00 AM to 9:00 PM



6. Pool Regulations:

Do not leave personal items in the pool area.

Games and Diving: Group games, diving, and jumping into the pool are prohibited.

Pool Furniture: chairs or loungers must not be moved or reserved. First come basis applies as these are in the common area shared by other guests.

Food and Drinks: Glass containers, alcoholic beverages, smoking, and vaping are not allowed in or around the pool or common areas. Food is permitted near the pool, with non-alcoholic beverages required to be in transparent containers. Do not leave any trash near the pool area. Infractions may result in fines.

Rough play, violent jumping, and physical activities that threaten safety are prohibited.

There is no lifeguard on duty—guests swim at their own risk. The property will not assume any liability for accidents.

Appropriate and decent swimwear is required, respecting the family-friendly nature of the facilities.

Shower before entering and after using the pool.

Minors must always be accompanied by an adult. Special pool diapers must be used for younger children. Running around the pool is prohibited. Children under 12 are not permitted in the Jacuzzis and their adult limit is 4. Please do not overcrowd the 2 Jacuzzis and give other guests time to enjoy them as well.

Large inflatables are not permitted. Only small, infant-safe inflatables that do not disturb other guests are allowed.

7. Reservation Payment

The total amount due for the reservation is determined by the booking platform based on the selected dates, the rental rate, and applicable fees collected at the time the reservation was made.

8. Cancellation

Cancellation terms may vary depending on the booking platform and the type of reservation selected.

Airbnb Reservations (Moderate Policy):

For Airbnb bookings, the property adheres to Airbnb's Moderate cancellation policy. Guests who cancel less than 5 days before the scheduled arrival date, or who depart early during their stay, will receive a 50% refund for unused nights, plus a refund for one additional night. For full details, please refer to Airbnb's official policy: Airbnb Moderate Cancellation Policy.



Other Booking Platforms:

For all other platforms, cancellations must be made at least 7 days prior to the scheduled check-in date to receive a full refund. Cancellations made within 7 days of arrival are not eligible for partial refunds.

Non-Refundable Rate Plans:

Please note, non-refundable reservations are not eligible for any refund under any circumstances. All funds paid for such bookings will be forfeited upon cancellation, regardless of platform or timing.

9. Cleaning

A cleaning fee will be charged to the Guest. Daily housekeeping services are not included. The Guest is responsible for maintaining the Property's cleanliness and reporting any unsafe conditions. Additional cleanings can be arranged during your stay for a fee.

10. Furnishings

Any loss or damage to the Property or furnishings beyond normal wear and tear will be charged to the Guest.

11. Mechanical Failures

The property owner or host attempts to properly maintain the Property but cannot guarantee against mechanical failures. The Guest agrees to report any inoperative equipment to the host immediately.

12. Acts of Weather

The property owner or host will not be liable for any failure or delay in fulfilling obligations due to circumstances beyond their control, including weather-related events. Weather conditions are not grounds for reservation refunds beyond the moderate cancellation policy of 5 days or earlier. If severe weather conditions are forecasted, please contact the host in advance for seamless changes to your reservation. We prioritize safe guest travel conditions and personal safety.

13. Limitation on Liability

The property owner or host is not responsible for any accidents, injuries, or illness that occur to any member of the Rental Party or the Guest's visitors while in the Property or on the Property. The property owner or host is not responsible for the loss of personal belongings. Guest agrees to maintain security by keeping the property locked when not present.

14. Indemnification



The Guest will indemnify and hold harmless the property owner or host from any and all expenses, costs, damages, suits, actions, or liabilities whatsoever arising from or related to any and all loss of or damage to personal property, injury or death resulting from the use or occupancy of the Property or the failure of any member of Rental Party or the Guest's visitors to observe the rules and restrictions set forth in this agreement.

15. Violation of Agreement

If the Guest or any member of their party violates any terms of this Agreement, the property owner or host reserves the right to enforce local laws, penalties, or fines as outlined in the HOA bylaws under Costa Rican law. In cases of eviction due to severe violations, the Guest may forfeit reservation payments in accordance with the moderate cancellation policy. Additionally, any fines issued by the property's security team will be the Guest's responsibility and may be charged to the reservation or paid in cash at any time during the stay.

16. Acceptance of the Agreement

By placing your reservation, you accept these terms and conditions