

VILLA TROPICAL, INC.

Oceanfront Apartments on Shacks Beach [Est. 1990]

326 Bo. Bajuras, Isabela, PR 00662

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www.villatropical.com

TENANTS' CONTRACT

All Guests/Tenants staying at Villa Tropical Inc. in Villa Tropical's Hotel and Villa Tropical's Rental Apartments paid direct or through any online travel agent, agree to the following terms and conditions:

1. The Villa Tropical management reserves the right to refuse service to anyone at any time.
2. The Villa Tropical management obeys all health, safety, and security ordinances and protocols mandated by the Governor of Puerto Rico and we require all our agents, workers, and Tenants and Guests, to do the same. Current notices are posted at the office and on social media <https://www.facebook.com/shacksbeachPR>.
3. Neither Villa Tropical or its agents is responsible for theft or vandalism on or off premises. Vandalism is not tolerated. Report any damages to the office. Do not place decals anywhere on premises. Please lock the apartment whenever you leave the premises. Please maintain property gates closed.
4. Parking is available for only one car per unit. Additional cars & visitors' cars must be parked off premises. There is public parking @shacksbeach by the river. Villa Tropical is not responsible for vandalism to cars on or off premises.
5. **No Pets** (including dogs and cats that live here) allowed in apartments at any time. Charge for violation: \$100/day. Do not feed dogs on decks (though on the beach is fine). Do not bring dogs here from other places. Our contracts with building owners do not allow for service animals, but we are willing to investigate accommodation if medically necessary.
6. A security deposit equal to half your reservation deposit and no less than the cost of one night's stay is required to secure your rental of the property. The Balance of your invoice is due in full upon arrival. Your apartment will be inspected after you leave and you will be charged for damage or lost property. If the property and/or any of its belongings has been damaged as a result of misuse, neglect, or accident then the cost for all repairs (in US dollars), which includes parts/articles, labor fees, legal fees, attorney fees, etc, needed to restore the property to the original condition when the Tenant rented the property will be assessed. If damage(s) exceed the Security Deposit amount, the Tenant must pay the difference in full including legal fees and attorney fees required to enforce this agreement. Some standard replacements costs include: Lost key charge: \$15.00 per key. Lost TV/Satellite remote charge: \$85.
7. **No Smoking** inside the units, at any time. There is to be no smoking or use of flame producing products such as candles, tiki torches inside the apartments at any time. If you choose to smoke outside, please collect your butts in a can and dispose safely and properly.
8. Tenants are responsible for their actions and for those of their guests. Only registered guests are permitted on premises. Parties are not permitted. When allowable a guest may have a visitor and pay a Day-use fee: \$15/person/day or partial day. Under no circumstances may more than twice the number of people staying in an apartment be present on premises at any time. Unauthorized guests are subject to apartment usage fees of \$50 per person per day. Unauthorized overnight guest charge: \$100/person/night. Tenants may neither create nor allow their guests to create noise that disturb other tenants at any time and especially between 9pm & 8am. Use or possession of illegal drugs is strictly prohibited. Violators will be required to vacate premises immediately without refund and will forfeit their security deposit.
9. Pool Rules – For the units with a pool, please take the following precautions and all posted safety notices to heart. Please shower before entering the swimming pool (remove excess sand). No glassware or bottles in or near the pool. No diving is permitted off deck or any surface into the pool. No loud music played outside. Quiet time is 10pm to 8am. No lifeguard is on duty; swimming is at own risk. Please safe guard and oversee children properly at all times when using pool facilities.
10. Under no circumstances may Villa Tropical or any of the Villa Tropical compounds/villas be used as a thoroughfare. Only those renting are to pass through the property. Tenants may not grant others parking or beach access through Villa Tropical or any of the Villas.

11. Tenants are fully responsible for themselves, their children, & their guests with respect to use of the ocean. The beach is great for swimming, snorkeling, surfing etc., but there is no lifeguard, & waves & currents sometimes create extremely hazardous conditions. Neither the Owners nor Agents of Villa Tropical may be held liable for any mishap whatsoever involving the ocean. Your decision to stay at Villa Tropical constitutes acceptance of the preceding statement.

12. Tenants may use the washer & dryer between 8am & 8pm when not needed by management. The laundry room, parking lot and outside shower areas are common areas available to authorized Tenants, Management and Owner. Read instructions in laundry room before using machines. A complimentary weekly cleaning is provided by management for stays of 14 days or longer. Additional cleaning services, paid on an hourly rate, can be planned throughout your stay, including daily serviced apartments.

13. Bedding linens and inside towels may not be removed from the premises or used at the beach. If you do not have beach towels, they are available at the office or can be purchased from the Villa Tropical Gift Shop. All furnishings must remain inside the apartment. Do not transfer pots, pans, utensils, etc. between apartments. Lost or destroyed towels charge: \$10 - \$30; Lost or destroyed sheets and linens charge: \$30 - \$50. Destroyed bed/mattress: fee starts at \$600. Please notify the office if any furniture or appliance is in need of repair. Accidents happen – disclose so we have the chance to forgive and help us keep things in top shape for future guests.

14. If you rent or borrow Villa Tropical property such as a surfboard, SUP, or snorkel gear, please sign them out from the office. Report any lost or damaged equipment to the office.

15. Surfboards and kite-boards, kayaks or e-foils are not allowed inside the units. Board repair, use of fiberglass, resin, or sandpaper not permitted anywhere on premises except near garbage enclosure. Do not inconvenience others, or block any entrances or decks & clean up thoroughly.

16. **Air conditioners must be turned off except when room is physically occupied.** Windows and doors must be closed when A/C is in use. If brightness of lights fluctuates, turn off A/C immediately or A/C relays will blow. Leaving A/C on too long and too cold will cause them to work ineffectively. If it is discovered that these A/C rules are not being respected, Tenant may be charged up to a \$50/day violation.

17. We Recycle – Help us save the environment by separating your waste products, glass, plastic and aluminum cans. To reduce garbage, we encourage you to toss your meat scraps in the ocean. It attracts shellfish and helps lesson the amount of garbage. Please clean your dishes promptly or you may invite unwanted guests. Before departing, **please wash all dishes and take out garbage.** If we wash them, you will be charged \$40. Please do your best to leave the apartment in the same shape it was when you arrived. Please remove all trash and deposit in the receptacles designated for the property. An extraordinarily lengthy cleaning required upon your departure will incur a \$20 hourly additional charge.

18. **Check-in time: 3pm. Check-out time: 11am.** Except with prior arrangement. When available each additional hour stay will incur a \$10/hr charge (for 4 or less people – 5 or more \$20/hr). Without prior arrangement, those who stay beyond noon will be charged \$30/hr. **Quiet Time is 9pm – 8am.**

19. Just in case your plans have to change – **Our Cancellation Policy is as follows:** More than 4 weeks' notice, full refund of Deposit; Less than 4 weeks' notice and we rent the unit to another guest for the duration of your original booking, full refund (minus an CC processing fees); Less than 1 weeks' notice, no refund of deposit. If you depart early – you will be charged for the full reservation. Villa Tropical management assumes no responsibility for arrival delays or cancelations due to airline travel.

20. Management / Owner Access – The Villa Tropical Management or it's Agents including the property Owner will have the right of access to the apartment during your stay. Entry will not be made without cause. Cause could include A/C units left on with windows open, excessive noise, smoke or other conditions of alarm or concern. All efforts will be made to notify occupants before entering...we will knock first.

Please contact the General Manager regarding any problems or concerns. We solicit suggestions to make your next visit or those of other tenants more pleasant. We truly appreciate your Review on TripAdvisor or Google or Facebook. Remember for Best Value – Always Book Direct: villatropical@gmail.com

We Hope You Enjoy Your Stay & We Thank You for Choosing Villa Tropical.

At Villa Tropical's Historic Beach Hotel there are six individual apartment units – 4 ocean fronting and 2 non-ocean-fronting. In the neighboring compounds on Shacks Beach, Villa Tropical manages several unique fully-equipped oceanfront and non-ocean-fronting apartment units. Explore our web page at www.villatropical.com and connect with us on Facebook and Instagram @ShacksBeach PR.