



## Terms and Conditions

### RESERVATION/BOOKINGS, DEPOSITS AND FINAL PAYMENTS

The reservation/booking deposit is 50% of total rental fee in U.S. funds at time of request for reservation. Final payment is due 60 days prior to travel date. A confirmation and rental agreement will be sent to confirm your request. For all Holiday reservations a 50% non-refundable deposit is required. All reservation requests made 60 days or less prior to travel date will require full payment of rental fee to confirm request, special handling fees may apply. A refundable security deposit will be required on all properties. Reservations will automatically be cancelled if funds are not received in our office within 7 days of your request. (An extension may be requested.) We reserve the right to treat any confirmed booking as cancelled if schedules are not met. Any changes made to the reservation once confirmed may be subject to a change fee.

### CANCELLATION AND REFUNDS

In the event of a cancellation after the deposit is received all payments and deposits are non-refundable or at the discretion of the villa owner. Any refunds shall be limited to funds paid directly to Villas de Oro Vacation Rentals and in no circumstance shall refunds exceed funds received by Villas de Oro Vacation Rentals. All cancellations shall be submitted in writing and sent to Villas de Oro Vacation Rentals, 638 Scotland Dr., Santa Rosa, CA 95409. No refunds will be made for unused accommodations or services. Any deviation from this policy shall be arranged at time of reservation in writing. Trip cancellation insurance is strongly advised.

### ACCOMMODATIONS

In the event any property becomes unavailable due to circumstances beyond the control of Villas de Oro Vacation Rentals after a deposit is received, Villas de Oro Vacation Rentals will have the option of moving the reservation to a like property or will refund the deposit in full.

### RESPONSIBILITY

Neither Villas de Oro Vacation Rentals nor the property owner shall be held responsible for any injury, loss, illness or damage to any person or property of persons occupying any rental properties represented by Villas de Oro Vacation Rentals. The rights, if any, of a person occupying the rental property to seek recourse against the property owner or Villas de Oro Vacation Rentals for any injury to the person or property of the person shall be governed by the laws of Mexico and determined exclusively by the courts of Mexico having proper jurisdiction. Villas de Oro Vacation Rentals or property owners shall under no circumstance be responsible for any disturbance or inconvenience to guests occupying its rental properties for the actions of its neighbors or the surrounding area. All information provided by Villas de Oro Vacation Rentals, while deemed true and reliable, is not guaranteed. Changes in inventory, items and decor may occur from time to time and such changes will not void or alter the terms of the rental agreement.



## RESTRICTIONS

The number of guests stipulated on the accommodations voucher is the maximum number of guests allowed to stay at the property. If more people arrive than stated on the voucher, they may be denied occupancy or an extra person charge may apply. Tenants occupying the property will be responsible for any damages caused by themselves, or their guests, to the property, or its contents during their stay. Costs, for damage, will be limited to repairs or replacement value of item(s) damaged. No pets will be allowed in the rental property without written permission prior to arrival. Unlawful activities, boisterous or rowdy behavior will not be tolerated.

## TRAVEL TIPS

Guests traveling out of the United States are responsible for obtaining proper documents for traveling in Mexico or to the country in which you are traveling. (Check with your airline/transportation provider for required documents.) It is always good to know something about the laws of the country in which you are traveling. Please be advised, the laws in other countries can be much more severe than ours and therefore cause you a lot of inconvenience and possible detention if not followed.