

ODYSSEY

RESIDENCE & LUXURY BOUTIQUE HOTEL

COSTA RICA

Terms and Conditions for Odyssey Residence & Boutique Hotel, hereinafter referred to as “Odyssey”.

Thank you for choosing ODYSSEY LUXURY BOUTIQUE HOTEL for your stay. We have established these guidelines to ensure that both your experience and that of others in the vicinity remain exceptional. Our establishment is nestled in a tranquil area, and we aim to offer our guests and our neighbors a peaceful and respectful environment.

General Policies

- Identification and Purpose of Stay:** All guests are required to provide full names, ages, and the intended purpose of their stay. The booking guest must be at least 21 years old and will be deemed responsible for the behavior of all occupants or guests. Official photo ID and the credit card used for the booking must be presented upon arrival.
- Occupancy Limits:** The guest acknowledges and consents that the property's occupancy shall not exceed the number specified in the website listing (limited to 2 persons per room). When renting entire villa, guests may invite a maximum of 6 visitors to visit between the hours of 8:00 a.m. and 8:00 p.m., and all-day visitors must vacate the premises by 8:00 p.m. Visitor usage of the pool area and pool chairs is strictly reserved for our registered guests only. Should occupancy surpass this limit, a minimum daily fee of \$100 for each additional person may be levied for exceeding the stated capacity (breakfast excluded)."
- Noise Policy:** To maintain the serene atmosphere, we request that noise levels, including music and conversations, be kept to a minimum from 10:00 PM to 7:00 AM.
- Waste Management:** Please ensure all trash is properly bagged and disposed of in the designated bins, including organic waste. Should you find the bins full, contact our concierge service for assistance.
- Parking Guidelines:** Parking is limited to the designated areas. Do not obstruct access for neighbors.
- No-Smoking Policy:** Smoking is strictly prohibited within all indoor areas of the hotel. Any violation of this policy may result in additional cleaning fees and potential penalties to cover the cost of smoke remediation and damage repairs.

Booking Agreement

By proceeding with this booking, you agree to abide by the ODYSSEY LUXURY BOUTIQUE HOTEL's stay guidelines. Failure to comply with these terms may result in the cancellation of your booking without refund.

Specific Terms

7. **Cancellation Policy:** Cancellations must be communicated in writing. Refunds will be processed according to the timeline provided in this agreement.
8. **Security Deposits:** Should any damage occur to the property or its contents during the guest's stay, either accidentally or otherwise, it is the guest's obligation to report such damage to the hotel prior to checking out. Expenses for the necessary repairs or replacements will either be deducted from the security deposit or invoiced directly to the guest. We may require a refundable security deposit at any stage before or during the guest's stay. This deposit, if requested, must be provided immediately, or access to the property may be restricted or terminated. Violations of the rental agreement, including noise disturbances, may lead to the retention or forfeiture of the security deposit. After accounting for any deductions, the security deposit will be returned within fourteen days following the guest's departure.
9. **Arrival and Departure Times:** Check-in and check-out times are strictly enforced to ensure the property is adequately prepared for all guests.
10. **Property Care and Conduct:** Guests are expected to treat the property with care and adhere to the noise and occupancy guidelines.
11. **Amenities and Services:** An overview of the amenities provided and any limitations on their use.
12. **Safety and Security:** Each room is equipped with a safe for securing valuable items. Instructions for their use are provided, and we highly recommend utilizing these safes to protect your valuables.
13. **Security Cameras:** For your safety and security, our property is monitored by security cameras located in external areas and common living spaces within the houses. These cameras are operational and record continuously. Access to the video recordings and the monitoring application is exclusively held by the property owner.
14. **Lost Key and Set Policy:** A \$25 fee will be assessed for each individual key that is lost. Should a complete set, including any remote gate opener, be lost, a charge of \$100 will be enforced.
15. **Air Conditioning:** Our rental units are equipped with air conditioning for your comfort. To ensure efficient use and to minimize energy consumption, please keep doors and windows closed while the air conditioning is on. We kindly request that guests turn off the air conditioning system when leaving the room to help conserve energy.

16. **Pool Area Notice:** Usage of the pool is entirely at the guest's own risk, and it's important to note that there is no lifeguard on duty. For further information, refer to our Waiver of Liability section.

17. **No Pet Policy:** Please note that ODYSSEY LUXURY BOUTIQUE HOTEL maintains a strict no pet policy. To ensure the comfort and safety of all our guests, animals of any kind are not permitted within the hotel premises at any time. This policy extends to all areas of the property, including private rooms, common spaces, and outdoor facilities. Guests found in violation of this policy may be subject to additional cleaning fees, potential penalties for damage, and may also be asked to arrange alternative accommodations for their pet(s). We appreciate your understanding and cooperation in helping us maintain a safe and comfortable environment for everyone.

18. **Check-In:**

Check-in time is 2:00 PM. Early check-in may be granted only with prior approval.

19. **Check-Out:**

Check-out time is 10:00 AM. Late check-out may be permitted only with prior approval. Due to our scheduled cleaning and maintenance, adhering to the check-out time is critical. A fee of \$50 per hour (or part thereof) will be charged for each hour beyond the stipulated check-out time. Guests will also be liable for any additional damages incurred, including, but not limited to, the costs of providing alternative accommodations for incoming guests.

20. **Cleaning Procedures:**

Each property is thoroughly inspected, sanitized, and cleaned before your arrival and following your departure. Guests are expected to leave the property in the same general condition as it was at check-in:

- a) Place all remote controls in plain sight.
- b) Turn off room lights, air conditioners, fans, and other electronics.
- c) If applicable, return keys to the concierge.

21. **Release of Liability Agreement:** Regarding the use of amenities such as the swimming pool, decks, and railings, responsibility rests with the guest to acquaint themselves and their party with the necessary safety guidelines for their use and vicinity. It is crucial for guests to recognize that the vicinity of these amenities might not be entirely secured, regardless of whether fencing is present, and therefore should not be assumed safe. There are inherent risks associated with the use of these facilities, particularly for individuals under the influence of substances, individuals taking medications, those with pre-existing health conditions, or pregnant women. The guest commits to communicating the potential dangers of using and being around the amenities to all occupants of the property. Furthermore, the guest pledges to prevent access to any restricted or hazardous areas of the property. The guest accepts the obligation to inform all occupants of the associated risks and to bear full and exclusive

accountability for any incidents resulting from such risks. By accepting this agreement, the guest relinquishes any right to hold the property owner or the management entity, referred to herein as "Odyssey," liable for any injuries, claims, or deaths that may occur during their stay.

22. **Indemnity and Liability Release:** Guests or any of his/her occupants or invited visitors shall indemnify and hold Odyssey and the property owner harmless against all claims of injury, property damage, or loss incurred during their stay, understanding Odyssey's insurance does not extend to guests' personal belongings. By agreeing to these terms, guests release Odyssey and the property owner from any liability for injuries or damages and acknowledge that, should any disputes related to this agreement arise, the prevailing party is entitled to reasonable attorney fees and costs.

By booking a stay at ODYSSEY LUXURY BOUTIQUE HOTEL, guests acknowledge and agree to these terms, ensuring a pleasant experience for all involved.

Name: _____ (print full name)

Signature of Guest: _____

Date: _____ **Cell:** _____

email: _____

Name: _____ (print full name)

Signature of Guest: _____

Date: _____ **Cell:** _____

email: _____