

# Rental Agreement

DEAR GUEST,

Thank you for choosing Playa Turquesa Ocean Club for your vacation. We hope that you have a pleasant stay.

We'd like to offer you some useful information about the property, our check-in and check-out hours, as well as rental policies you should be aware of.

**The property is located at:**

Playa Turquesa Ocean Club  
Avenida Alemania Bávaro,  
Punta Cana, 23000  
Phone: +1 (829) 958-2908

**Check-in time:** Between 03:00 PM-06:00 PM

**Check-out time:** By 11:00 AM

*In case of need for earlier or later check-in/check-out, please, contact us in advance through the VRBO platform. Please, know that this is a matter of availability.*

**Number of adults:** is according to reservation's selection. If additional adults are incorporated later on in the reservation, additional fees may apply.

**Number of children:** is according to reservation's selection. If additional children are incorporated later on in the reservation, additional fees may apply.

Rental rate and fees are as stated on website by the time of booking.

If you have any questions or need of assistance, please, do not hesitate to contact us.

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## General information

### 1. Property.

Your vacation apartment is furnished and includes pillows, linens, towels, stove, fridge, washing machine, iron and iron table, kitchen appliances, coffee maker, blender, hair dryer, air conditioning, TV, internet, hot water, bottle of drinking water, starter set of toilet paper.

Guests may need to replenish their own paper goods, toiletries, & laundry detergent, etc.

**2. Rental Party:** The rental party shall consist of the guests that appear on the reservation.

**3. Maximum Occupancy:** The maximum number of guests is limited to the number on the reservation. An additional charge may apply per every extra person.

**4. Minimum Stay:** This property requires a 2 night minimum stay. Longer minimum stays may be required during special holiday periods.

**5. Rental Rules:** Guest agrees to abide by the Rental Rules at all times while at the property and shall cause all members of the rental party and anyone else.

**6. Access:** Guest shall allow Homeowner access to the property for purposes of repair and inspection. Homeowner shall exercise this right of access in a reasonable manner.

### 8. Security Deposit, Payment and Fees

#### *a. Security deposit:*

A security deposit of \$ 200 is due by the time of Check-In.

The deposit is for security reasons and shall be refunded upon Check-Out provided no deductions are made due to:

- i. damage to the property or furnishings;
- ii. dirt or other mess requiring excessive cleaning; or
- iii. any other cost incurred by Homeowner due to Guest's stay.

***If the premises appear dirty or damaged upon Check-in, Guest shall inform Homeowner immediately.***

**b. Payment.** Our Homeaway rates are with a Flexible or a Pre-paid rate for the special dates mentioned below.

***Flexible rate:*** 50% of the total cost would be charged 7 days prior to the check-in date.

***Pre-paid rate:*** 100% of the total is charged after booking for the following dates:

- *President Week 21<sup>st</sup> of February 2022 – 27<sup>th</sup> of February 2022*
- *Easter Holidays 10<sup>th</sup> April, 2022 – 17<sup>th</sup> of April 2022*
- *Winter Holiday Season 26<sup>th</sup> of December 2022 – 06<sup>th</sup> of January 2023*

**c. Fees.** Electricity is charged separately with the official local rate per kW and metrics are taken upon check-in and check-out with the presence of the guest.

**9. Cancellation Policy:**

Refund is as follows:

***Flexible rate:*** 100 % if cancelled up to 7 days prior to the Check-in Date; 50 % if cancelled in 7 or less days prior to the Check-in Date.

***Pre-paid rate:*** Non-refundable.

## RENTAL RULES

There is a concierge available for assistance during your stay. Their office is located by the Reception and you will have their contact once on-site. Emergencies must be reported immediately to the concierge.

1. **Smoking** is NOT allowed in any of the apartments.
2. Guests must keep the property and all furnishings in good order.
3. Guests must only use appliances for their intended uses.
4. **Pets** are **NOT** allowed.
5. **Children** must be accompanied by an adult at all times.
6. **External visitors:** Guests are allowed to welcome external visitors to the property only with previous authorization by Security and Reception.
7. **Parking:** We offer free parking inside the property for all of our guests.  
\*One parking spot per apartment.
8. **Housekeeping:** There is no daily housekeeping service at your apartment. While linens and bath towels are included in the unit, daily maid service is not included in the rental rate. We suggest you bring beach towels. We do not permit towels or linens to be taken from the units. Please, contact us in advance if you'd like to receive frequent cleaning service while in property. (extra fee)
9. **Water and Septic:** Although we have a functioning water cleaning system, drinking of tap water is not recommended. The septic system is very effective; however, it will clog up if improper material is flushed.
10. **Behaviour:** We expect our guests to behave in a family-friendly manner.
11. **Dresscode:** No nudism is allowed. No topless is allowed.
12. **Security policy:** Playa Turquesa Ocean Club has its own staff of trained security guards working 24-hours every day to provide safety and security for our guests.
13. **In room safe:** We provide in-room safety deposit box in every apartment.

*Thank you very much for choosing us for your vacations! Please, do not hesitate to contact us at any time!  
We are always happy to help!*

Best regards,

Playa Turquesa Ocean Club Team