

POLICIES

Payments

A reservation is confirmed upon payment and receipt of a rental deposit and the acceptance of the Rental Agreement. A \$1000 security deposit is added to the total of all rentals. It is returned less damages and phone charges within 30 days of guests' departure. All final payments must be made at least 30 days before guests' arrival. Credit cards are not accepted. Wire transfer, check and money order are the only methods of payment that are accepted.

Cancellations and Refunds (Villa Rental)

All cancellations must be submitted in writing. More than 90 days prior to arrival, the entire rental deposit will be returned less a \$250 administrative fee. Less than 90 days prior to arrival, 10% of the total nightly rental invoice (less security deposit) is forfeited. Less than 60 days prior to arrival, 25% of the total nightly rental invoice (less security deposit) is forfeited. Less than 30 days prior to arrival, 100% of the nightly rental payments are forfeited.

Children

Parents are advised to consider the dangers of the balconies, pools and open terraces. Childcare services are not available. A waiver of liability must be agreed to before arrival.

Restrictions

Guests occupying the property will be responsible for any damages to the property or its contents caused by themselves or their guests. No pets will be allowed in the rental property without written permission prior to arrival. Unlawful acts will not be tolerated. Smoking is permitted in designated areas.

Responsibility

Casa del Arbol or its owners shall not be held responsible for any injury, loss, illness or damage to any person or their property who is occupying Casa del Arbol. The rights, if any, of a person occupying the rental property to seek recourse against the property owner or Casa del Arbol for any injury to the person or property of the person shall be governed by the laws of the City of Zihuatanejo, Mexico and determined exclusively by the courts of the City of Zihuatanejo having proper jurisdiction. Casa del Arbol or the property owners shall under no circumstance be responsible for any disturbance or inconvenience to guests occupying its rental property for the actions of its neighbors or the surrounding area. All information provided by Casa del Arbol, while deemed true and reliable, is not guaranteed.

Transportation

Taxis are a convenient and inexpensive form of airport and local transportation. Cars may be rented through agencies before arrival or at the airport. The rental of a private vehicle with a driver is available at an hourly rate.

Outside Guests

The villa and its amenities are for the exclusive use of Casa del Arbol guests. Outside guests are charged \$25 per day to use the facilities including the pool and hot tub. Alternatively, an event may be planned to include the use of the facilities, beverages and food.

Events

Events require a 4-night minimum rental of the entire villa. An event may be planned after the acceptance of the on-line Event Agreement and payment of an event deposit. Event payment amounts and due dates are agreed upon before the reservation is confirmed. All final payments must be received a minimum of 30 days before the event.