

**RENTAL RULES AND REGULATIONS FOR**  
***Your San Antonio Vacation Home***

1. CHECK IN/CHECK OUT- In order to supply our guests with a clean house and avoid delays we ask that all guests abide by our CHECK-IN TIME OF 3:00 P.M. CST (Central Standard Time)  
AND CHECK-OUT TIME OF 10:00 A.M. CST. NO early check-in or late check-out please.
2. KEYS- There is no need for us to mail you keys because you will gain access to our home with a combination, which will be sent to you prior to check-in. Early check-in is strictly prohibited, as time is needed to clean the premises for your arrival.
3. SMOKING- This is a NON SMOKING home. Candles are not to be burned inside or outside the premises.
4. PETS- Pets of any kind are NOT permitted in the house under any conditions.
5. MINIMUM AGE FOR RENTING- We will NOT rent to vacationing students or singles under 25 years of age unless accompanied by an adult guardian or parent.
6. SECURITY/DAMAGE DEPOSIT- A damage deposit of \$300 is required. This must be received within five (5) days of booking the reservation. The deposit is NOT applied toward rent; however, it is fully refundable within (10) days of departure, if the following provisions are met:
  - a. No damage is done to unit or its contents, beyond normal wear and tear.
  - b. No charges are incurred due to contraband, pets, or services rendered during the stay.
  - c. All debris, rubbish and discards are placed in waste carts located in the garage and soiled dishes are placed in the dishwasher and cleaned.
  - d. Garage opener is left on the kitchen isle and unit is left locked.
  - e. All charges accrued during the stay are paid prior to departure.
  - f. No linens are lost or damaged.
  - g. NO Early check-in or late check-out.
  - h. The renter is not evicted by the owner (or representative of the owner) or the local law enforcement.
7. CLEANING CHARGES- The cleaning fee required to make a reservation covers a one time cleaning of the house after guest checked out. **If the house is left extremely dirty and disorganized requiring extra cleaning charges, there will be a charge of \$25.00 per hour necessary to clean the house to its original condition. This could include but is not limited to: dirty or stained walls, stained carpet, dirty or stained furniture, stained or heavily soiled towels and linen.**
8. BBQ GRILL- The cleaning of the BBQ grill is not included in the cleaning fee. If you use the BBQ grill is your responsibility to leave it clean. We provide the necessary tools and cleaning products. We can take care of the cleaning for you for an extra \$25.00 cleaning fee. If you prefer this option, please let us know in advance.

9. FINES- a) A \$25.00 fine will be charged for each missing remote.  
b) A \$40.00 fine will be charged for each missing/damage garage door opener  
c) A \$200.00 fine will be charged if there is evidence of pets on the premises.  
d) A \$300.00 fine will be charged if there is evidence of smoking inside the house.  
e) A \$50.00 fine will be charged for unreasonable maintenance requests.  
f) A \$20.00 fine will be charged for each missing movie.

10. PAYMENT - An advance payment equal to 50% of the total rental cost is required at time of booking. The advance payment will be applied toward the rental cost. The payment method we prefer is CHECKS. Other payment methods like credit cards, traveler's checks and money orders are accepted with prior approval. Please make personal checks payable to Gladys J. Contreras. The advance payment is not a damage deposit. **The Balance of rental cost is due thirty (30) days before your arrival date.**

11. CANCELLATIONS- We hope that everyone who plans a trip with us is able to enjoy their dream vacation/stay. In the unlikely event of a cancellation, please note our policies. **We strongly encourage trip insurance.**

Cancellations must be in writing. All credit card cancellations are subject to an additional 5% cancellation fee or \$50 whichever is greater. Cancellations that are made thirty one (31) days or more prior to the arrival date will incur no penalty except if deposit was made via credit card. Cancellations or changes that result in a shortened stay that are made within 30 days of the arrival date, forfeit the full advance payment and security/damage deposit. Cancellation or early departure does not warrant any refund of rent or deposit.

12. TRIP INSURANCE- If the possibility of a cancellation concerns you, please look into trip cancellation insurance. There are several sites online that explain the policies, and offer this service. Please visit one of the many sites such as InsureMyTrip.com or TravelSafe.com for more information. We are not affiliated with any trip insurance company.

13. MONTHLY RESERVATION- Monthly reservations should be paid in full sixty (60) days prior to arrival date. Monthly renters must cancel ninety (90) days prior to check-in to incur in NO penalty, except for reservations made with credit cards which are subject to a 5% cancellation fee. Cancellations that are made less than ninety (90) days prior to arrival date, forfeit the full advance payment and Security/Damage deposit. Monthly renters who make a change that results in a shortened stay must be made at least sixty (60) days prior to check-in. Cancellations or early departure does not warrant any refund of rent or deposit.

14. MAXIMUM OCCUPANCY- The maximum number of guests in the house is permitted to ten (10) persons. An additional charge of \$10.00 per person (of any age) per night in addition to EIGHT (8) will be assessed. The named guests as shown on attached "exhibit A" shall be a complete listing of all guests from arrival date until departure. These limits are strictly enforced. Exceeding this occupancy is grounds for your security deposit not being refunded and eviction.

15. MINIMUM STAY – This property requires a three (3) night minimum stay. **Longer minimum stays may be required during summer or holiday periods** (Spring Break, Thanksgiving, Christmas, etc.). If a rental is taken for less than three days, the guest will be charged the three-night rate.

16. INCLUSIVE AMENITIES- Rates include a one-time linen/towel setup. An initial supply of hand soap, toilet paper, paper towel, body wash, shampoo, laundry detergent and other amenities are provided. Please notice that **this is just an initial supply**, you should be prepared to buy more according to your needs.

17. NO DAILY MAID SERVICE - While linens and bath towels are included in the rental rate, daily maid service is not included in the rental rate, however it is available for an additional fee.

18. RATE CHANGES - Rates subject to change without notice.

19. FALSIFIED RESERVATIONS - Any reservation obtained under false pretense will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check-in.

20. PARTIES- To preserve the area's peaceful quality and for consideration to our neighbors we have a NO PARTY policy.

21. LIABILITY OF DAMAGES - Aside from what is considered normal wear and tear, you will be responsible for reimbursing the owner for damage to the property or its contents during your residency. Damage or theft due to guest negligence will be the responsibility of the person in whose name the accommodation is reserved.

Upon arrival, please report any damages, shortage of supplies, or housekeeping issues immediately. If you fail to report problems within 24 hours of arrival we must assume that everything was in working order upon check-in. You are required to immediately notify the property owner or manager if you discover damage, experience problems, or if you or one of your guests damages the property.

Guests agree to keep the house in good and clean condition and to promptly report any breakage or damages to the structure, plumbing, pipes, fixtures, appliances, furniture, mattresses, bedding, and to pay for damages and/or missing property on demand.

22. REPAIRS- Appliances, toilets, heating/air conditioning systems and all mechanicals are continually checked and maintained. However, we cannot guarantee a mechanical malfunction will not occur during your stay. We make every effort to have repairs made as quickly as possible. No refunds will be made for failure or damage.

GUEST INFO BOOK- To make your vacation more enjoyable, we have tried to think of everything and include it in our “Guest Information Book” that can be found on the kitchen counter. Please DO NOT remove it from the property. This guide is filled with all the information you may need regarding the house and some information regarding restaurants, retail shopping stores, attractions, phone numbers and other important information. Please take the time to read it and follow the instructions on it.

23. INDEMNIFICATION- The guest agrees to indemnify and save individual homeowner free and harmless for any liabilities or any loss or damages whatsoever arising from, related to, or in connection with rental of the premises. This includes, but is not limited to any claim or liability for personal injury, damage, or loss of property, which is made, incurred or sustained, by guest or guests of guest, or any occupants of the premises. Renter(s), their family and guests bear the risk of any injury. It is further understood that Julio Ocasio and Gladys J. Contreras shall not be responsible for any personal property left at the property by renters. It is the responsibility of the renter to inform their guests of the terms of this contract.

24. STORM POLICY - We can not offer refunds due to inclement weather, acts of nature illness or change of plans. **We strongly encourage the purchase of trip insurance.**

25. TERMINATION OF RENTAL- We reserve the right to refuse or discontinue tenancy if the guest is detrimental to the property. We reserve the right to enter the property should we believe any of the above policies are being violated. Any violation of the above mentioned policies would result in immediate eviction with loss of the entire rental and deposit amounts.

26. WRITTEN EXCEPTIONS - Any exceptions to the above mentioned policies must be approved in writing in advance.

Guest certifies that he/she has read and agrees to abide by the terms of this agreement and by signing on the line below is authorizing any outstanding charges remaining after departure to be deducted from the deposit amount.

This rental agreement is made on this \_\_\_\_\_ day of \_\_\_\_\_ 200\_\_ between Gladys J. Contreras and/or Julio Ocasio (property owners) and \_\_\_\_\_ as renter.

_____		_____	
GUEST SIGNATURE		DATE	
_____		_____	
PRINT NAME		EMAIL ADDRESS	
_____		_____	
ADDRESS		CITY	
_____	_____	_____	_____
STATE	ZIP	HOME PHONE	CELL PHONE
_____		_____	
ARRIVAL DATE		DEPARTURE DATE	

**EXHIBIT A**

**GUESTS/RENTERS**

Please list the names of all guests that will be occupying the property. Only registered guests will have access to the property in case of emergency purposes during your stay.

\_\_\_\_\_  
GUEST NAME \_\_\_\_\_ AGE

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GUEST NAME \_\_\_\_\_ AGE

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GUEST NAME \_\_\_\_\_ AGE

**Event You Are Celebrating?** \_\_\_\_\_