

Guest agreement and safety terms

Booking information and registered guests

Review status: This is a draft for the owners and their Costa Rican lawyer. Complete the legal operator details, booking particulars and cancellation terms, verify the safety disclosures, and obtain legal review before issuing it for guest signature.

This agreement records the private stay, the US\$500 refundable damage deposit, guest responsibilities and safety information. It supplements the written booking confirmation. It does not remove any mandatory consumer rights or excuse legally imposed host duties.

Legal accommodation operator or owner name and service contact

Property address and local host telephone

Lead guest full legal name

Guest email and telephone

Booking reference and check-in and check-out dates and times

Accommodation price and currency, taxes, cleaning fee and payment schedule

Cancellation and refund terms provided before payment or attached confirmation reference

Registered guests

Maximum occupancy is six. List every occupant. Each adult signs personally on page 5. A parent or legal guardian identifies and supervises each child; signing does not waive a child's non-waivable rights.

Guest 1 name and adult or child status

Guest 2 name and adult or child status

Guest 3 name and adult or child status

Guest 4 name and adult or child status

Guest 5 name and adult or child status

Guest 6 name and adult or child status

Refundable deposit and damage

Money handling and fair assessment of any deductions

1 Security deposit for private bookings

A **US\$500 refundable damage deposit** is required for private bookings, separately from the accommodation price and any advance reservation payment. The booking confirmation must state whether the deposit is collected or held as a card authorization, the payment or hold date and the payment provider. These details must be disclosed before the guest pays.

The deposit is **fully refundable when no chargeable damage, missing items or other agreed deductions apply**. Ordinary wear and tear and routine turnover cleaning are not chargeable. The deposit is not automatically forfeited for an injury, a complaint, a cancellation or an ordinary maintenance issue.

2 Inspection and release

The host will inspect promptly after checkout. Within **7 calendar days after checkout**, the host will initiate the full refund or release, or send a written, itemized notice explaining any proposed deductions and supporting evidence. The undisputed balance will be returned within the same period. Banks and payment providers may require additional processing time.

A notice must identify the affected item, the evidence, the reasonable repair or replacement cost and the amount proposed. No entire deposit will be retained without an itemized basis. Disputed amounts will be discussed promptly and handled under applicable law and the payment provider's dispute process; no indefinite hold is authorized by this agreement.

3 Guest responsibility for damage

Guests must use the property and equipment carefully and promptly report damage, breakage, lost keys or unsafe conditions. The responsible guest is accountable, as permitted by law, for proven loss caused by their intentional acts, negligence or failure to follow reasonable safety instructions. Responsibility for children, invited visitors and other occupants is determined by applicable law, not presumed solely from being the lead guest.

Recoverable amounts may include reasonable repair costs, appropriately depreciated replacement costs, lost keys and necessary lock work, or exceptional cleaning beyond normal turnover when caused by the guest and disclosed in the booking terms. There are no automatic punitive fees, charges for pre-existing defects or ordinary wear, or deductions merely for making a safety report.

The deposit is security, not a limit on proven legal responsibility. Any claim above US\$500 requires evidence and a lawful recovery process. Signing this form does not authorize unlimited card charges or waive chargeback or dispute rights.

Deposit collection or hold method and provider, due date and refund destination

House rules and pool safety

Please share these rules with everyone staying at the property

4 Respect for the home and neighbours

The maximum occupancy is six. Only registered guests may stay overnight. Obtain the host's written approval before inviting visitors. Parties and events are not permitted. Keep noise considerate in this quiet residential community and follow the quiet hours provided before arrival.

Follow the smoking and pet policy disclosed in the booking confirmation. Do not tamper with safety equipment, locks, pool equipment or electrical systems. Do not enter locked storage or maintenance areas. Keep gates, doors and windows secure when leaving. Use appliances according to instructions and switch them off safely when finished.

5 Pool and water safety

Use the pool only when it is safe to do so. **Do not dive, jump from elevated surfaces, run on wet decks, push others, play dangerously or take glass into the pool area.** Check water depth and pool access before entering. Do not use the pool alone, while impaired by alcohol or drugs, during lightning or when the host has closed it for maintenance.

Children and non-swimmers require constant, close supervision by a capable adult. Designate that adult before swimming. Small children and weak swimmers should remain within arm's reach of their supervising adult. Flotation toys are not substitutes for supervision or appropriate safety equipment. Do not rely on the host to supervise swimming or assume a lifeguard is present.

Before allowing a child near the pool, inspect available barriers, doors and access points with the host. Do not assume there is a fence, alarm, cover or childproof barrier. Keep children away from drains and pool machinery. Never remove drain covers or use a pool with a damaged or missing cover. Report defects and stop using the pool if unsafe.

6 Tropical setting and outdoor areas

Use care on wet floors, terraces, steps, slopes and uneven ground. Wear suitable footwear, use lighting after dark and keep away from unprotected edges. Do not climb trees or structures, approach wildlife, handle unfamiliar plants or enter neighbouring land, creeks or trails without appropriate permission and safety information.

Tropical conditions may involve insects, animals, sun, heat, sudden rain and slippery surfaces. Check weather and personal ability before activities. The rental does not include permission, supervision or safety assurances for offsite hikes, waterfalls, driving or other activities.

7 Arrival and departure

Review the arrival instructions and emergency information, locate safe exits, and tell the host immediately about any missing safety information or equipment. Note pre-existing damage with photographs at arrival when practical. At checkout, return keys and access devices, remove personal belongings, secure the property and follow the agreed departure instructions. Reporting a defect late does not automatically make it the guest's responsibility.

Risk acknowledgement and incidents

Personal responsibility without removing statutory protections

8 Risks and individual decisions

I understand that swimming and staying in a tropical property involve risks, including drowning, slips, falls, insect or animal encounters and injury. I will make reasonable decisions based on my ability and health, follow reasonable safety instructions, supervise children in my care and stop an activity when conditions appear unsafe. Recognizing a risk does not mean I accept a defective or negligently maintained property.

9 Liability and limits on any release

To the extent permitted by applicable law, each signing adult accepts responsibility for the consequences of their own voluntary unsafe acts and releases claims arising solely from their own intentional misconduct or negligence, or unavoidable inherent risks for which the accommodation operator has no legal responsibility.

This agreement does not exclude or limit liability for bodily injury, negligent property maintenance, defective performance, fraud, intentional wrongdoing or any other liability that cannot lawfully be excluded. It does not transfer the operator's safety duties to guests, waive statutory consumer protections, require indemnification for the operator's own fault, restrict lawful complaints, or waive court or regulatory remedies. A guardian's signature confirms supervision duties; it is not a blanket release of a child's rights.

10 Incidents and emergency assistance

Seek urgent medical or emergency assistance immediately when needed, then notify the local host as soon as it is safe. Record the time, location and relevant facts when practical. Guests may be responsible for their own medical and travel expenses subject to insurance and applicable liability rules; this does not prevent recovery from a legally responsible party. Travel insurance with suitable medical and activity coverage is recommended.

Guest emergency contact name, relationship and telephone

Host to complete before arrival: local host and emergency service contact details

11 Privacy and security information

Before booking, the operator must disclose any active exterior cameras, their locations, coverage and applicable recording information. No consent to undisclosed cameras or recording is created here. Signed guest details are to be used for reservation administration, safety and legitimate damage or dispute handling, with access limited to authorized persons and service providers as permitted by law. Do not send card numbers or identity document copies through this form.

12 Applicable law and complete terms

Mandatory Costa Rican law and consumer protections apply. Invalid terms do not displace lawful, workable terms. Material changes require agreement; signing does not accept undisclosed fees or later unilateral changes. Provide an agreed translation if needed.

Acknowledgements and signatures

Every adult signs for themselves after all booking fields are complete

Before signing: I have received the booking confirmation, price and payment schedule, cancellation policy, US\$500 deposit terms, house rules and safety information in a language I understand. I have had an opportunity to ask questions and receive a copy. I understand that the deposit is fully refundable subject to documented lawful deductions and that this agreement preserves non-waivable legal rights.

The lead guest agrees to communicate the rules to the group. Each adult signs only for themselves. Parents or legal guardians identify the children under their supervision below. A typed name in this PDF is a record of a name, not a verified digital signature service.

Adult guest 1

Printed name

Signature

Date

Adult guest 2

Printed name

Signature

Date

Adult guest 3

Printed name

Signature

Date

Adult guest 4

Printed name

Signature

Date

Adult guest 5

Printed name

Signature

Date

Adult guest 6

Printed name

Signature

Date

Parent or legal guardian names and the children each will supervise

Operator name and signature

Date and agreement version

Attach the completed booking confirmation and any agreed amendments. The host and lead guest should each retain a complete copy of all five pages and attachments.