

## Villas Vacations • Conditions and Policies

### THE CASA DE CAMPO VILLA VACATION:

All services offered within the Casa de Campo website and/or the resort's literature as well as printed materials regarding Villa Vacations at Casa de Campo are applicable only to villas rented through Casa de Campo resort or its assigned reservations office. Rentals through any other source do not have access to the services included and offered by Casa de Campo resort. Therefore, Casa de Campo should not and will not be responsible for services provided to guests at villas rented from other sources.

\* Villas at Casa de Campo are privately owned and this agreement is expressly subject to the continuing availability of the villa by the property owner. Villa assignments prior to arrival are granted and accepted with the knowledge that rare cases may occur which may -render the assigned Villa unsuitable for occupancy, including force majeure, fire or other casualty that renders the Villa non-habitable, action by any governmental authority or real estate entity having jurisdiction over the property, sale of the property by owner, or if owner takes property for his personal use, as well as unforeseen maintenance problems, nearby construction, or a change in the hotel's rental agreement with the villa owner. In such a case, Casa de Campo reserves the right to assign a comparable or upgraded Villa at the confirmed rate. If this information is known prior to arrival, Casa de Campo will advise you in advance; if the Villa assignment change influences your plan to travel, any applicable hotel cancellation penalties will be waived. Casa de Campo will refund to the client only the rental price paid; no other amounts will become due.

\* Casa de Campo employs every effort to maintain all villas and their inventories in proper working condition. In case of a maintenance problem while onsite, we will strive to repair the problem as soon as possible after receiving notification. In the event of problems that cannot be repaired within 24 hours, we will relocate guests to a comparable Villa at the confirmed rate. No refund or rate adjustment shall be made for unforeseen mechanical failures such as the supply of electricity, water, pool filtration systems, air conditioning, television or cable services, appliances, etc. It is the guest's obligation to report any problems or damages to us immediately.

\* Please be advised that most islands in the Caribbean experience occasional water pressure problems or sporadic electrical outages that are completely out of our control.

\* Any damages incurred to the Villa or its contents during occupancy (plus a 25% service charge) will be discounted from the Master Account. Damages that exceed this amount will be charged to the guest's credit card on record. No charge will be made until the guest is notified. Casa de Campo has 7 days from date of departure to notify guests of such discovered damages and guest has 7 days to dispute and/or settle such damages. An automatic charge for damages in excess of the security deposit will be made to the credit card on record within 14 days after departure unless otherwise agreed to in writing between the guest and Casa de Campo management. Security deposits will be refunded (less charges for damages) within 30 days after your departure.

\* All Classic Villas and Exclusive Villas have a pool. Most are not protected by fencing or other methods. It is the responsibility of the villa occupants to take due care and ensure that common-sense water safety procedures are observed for children and adults in this private Villa home environment.

\* Prior to your Villa selection, it is your responsibility to inform us of the number of people, any special health conditions (allergies, heart conditions, walking problems) or any other special requirements relevant to accommodation selection. We require the name, address and telephone number of each guest.

\* Most villa homes are not wheelchair accessible, nor have handicapped facilities. If you have special needs, please contact us at [villaspecialist@ccampo.com.do](mailto:villaspecialist@ccampo.com.do) with details and we will do our best to find a compatible villa.

\* Most Villas are child-friendly. In those few cases where the Villa is not suitable for young children, this will be clearly stated in the "At a Glance" villa highlights and it is the responsibility of the villa occupants to heed such warning.

\* Although all efforts are made to ensure guest safety within the resort and the community of La Romana, please observe normal precautions regarding security at all times. Guests are responsible for their Villa, and are expected to ensure that all windows and doors of unattended areas are secured. General travel recommendations to the Caribbean include traveling light on valuables, jewelry and carrying travelers' checks in lieu of excessive cash.

\* Casa de Campo is a residential community and we endeavor to maintain a peaceful, relaxed atmosphere for the quiet enjoyment of our owners and guests. We appreciate your efforts so as not to disturb other residents of the resort. NO house parties or functions such as weddings are allowed without advance written consent of the owner and the resort.

\* A Vacation Planning Guide feature is available on our website at [www.casadecampo.com.do](http://www.casadecampo.com.do) to pre-plan and pre-reserve your activities.

\* For personal assistance in planning or any special requirements, please contact us at [villaspecialist@ccampo.com.do](mailto:villaspecialist@ccampo.com.do) or contact the Excel Concierge at Casa de Campo at [excel@ccampo.com.do](mailto:excel@ccampo.com.do)

\* Upon rental of your villa, you will receive a copy of this Statement of Policies, Conditions and Provisions, for your signature; please sign and return the original for our files. Each family sharing a villa must sign and return a copy of this agreement at the time the initial deposit is submitted.

Print Name : \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_