



Rental Policies

- *A deposit of 50% of the total booking is due in our office, bank transfer or paypal within five working days of placing your booking by email request to confirm your booking. We reserve the right to treat any booking as cancelled if funds due are not paid on time.*
- *For reservations made within 60 days of departure date full payment is required upon making your reservation request.*
- *If the balance of the payment does not arrive 60 days before your arrival date the reservation will be subject to availability and may be cancelled, and we will no longer have the obligation to provide the services described in the confirmation coupon.*
- *A security deposit is required at check in and can be provided in cash or paypal (see policies above) and will be refunded once an inventory inspection has been completed. The deposit will be refunded within 5 days after check out or same day of check out if the inspection and inventory had being checked*

Change of dates

If you wish to change the date of stay we will have to be contacted directly at (+521) 984 1450869 or by email at info@blueplayarentals.com. All requests for changing the date of stay will be subject to availability and can be subject to additional charges according to seasonal rates.

Cancellations and refunds

- *All holiday reservations, bookings and/or deposits are non-refundable. This includes Thanksgiving, Christmas, New Year's and Easter week.*
- *Notice of cancellation must be made in writing to the booking agent. Charges depend on the length of time prior to departure date that we receive your cancellation.*
- *Payments of either deposits or payments in full are refundable when applicable:*
 - § 90 to 60 days prior to departure – 100% of amount paid, less 15% cancellation fee.

§ 60 to 30 days prior to departure – 50% of amount paid less 20% cancellation fee.

§ Less than 30 days prior to departure – 100% of amount paid is non refundable.

- There will be no refunds for unused services, and in no circumstances will refund ever exceed amount paid. Trip cancellation insurance is strongly recommended and can be obtained through your local travel agency.*
- In the event any property becomes unavailable due to circumstances beyond our control after a deposit is received, we will have the option of either moving the reservation to a similar property, or refunding the deposit in full.*

Restrictions

Only those guests on the booking form may use the property. Should the manager of the property find additional guests occupying the premises, it will be at their discretion to either ask you to vacate the premises and/or charge an additional rental fee. Without exceptions, anyone in possession of illegal drugs, selling drugs or any such illegal activity will result in immediate dismissal from grounds of property without refund. Tenants occupying the property will be responsible for any damage caused by themselves or their guests to the property or its contents during their stay. Unlawful, rowdy or boisterous activities will not be tolerated. No pets are allowed. Non-responsibility of our Company will apply if you hire external services such as cleaning, nanny, chef, maintenance or any other. You may need to ask permission by written so we can authorize external workers can have access to the property, by no mean you can give key of the property to anybody that is not register in the contract, the full responsibility of the property remains on you while you are staying on it.

If the property has space for reunions, parties or bbq`s a previous authorization is required by the Property Manager, the guest should inform by mail or written how many people will assist to the event, what kind of party is going to take place, the hours that will be going on and the full responsibility for any damage, noise, or disturbing of neighbors will remain on the guest that sign this contract. A penalty of 300 USD will be applied if the policies are not followed according to this contract during the event and the entire term of this lease. It is absolutely forbidden to smoke inside the properties, a 100 penalty will be applied.

Electricity is not included in Monthly rentals (more than 3 weeks or 28 days), In weekly rentals you have included 150 kws for the first 7 nights, for 2 weeks you will have included 250 kws in total and for 3 weeks the total kws included will be 350, in case you stay less than 7, 14 or 28 days we will break down the consumption depending on the days you stay according to the weekly kilowatts included, you will receive the initial lecture at your check in and another lecture at your check out, and we will show you where the meter is located so you can confirm your consumption and the cost of each additional Kw. Will be charged at 3,80 plus tax pesos that is an average of .50 cents per dollar. Note this price is for a maximum consumption of 799 kws during your stay, if you exceed more than 800 kws the rate p/kw increases to 5 pesos each plus tax (16%). The more electricity you use the more expensive it gets, please help us take care of environment.

The booking agent is acting as an intermediary agent for independent suppliers in selling services or in accepting reservations or bookings for services which are not directly supplied by the agent. We shall not be responsible for misrepresentation, breach of contract, or any international carelessness or negligent actions or omissions on the part of the suppliers which result in injury, accident, death, damages, losses, costs, expenses, inconvenience, loss of wages, employment, enjoyment, unfulfilled expectations, upset, disappointment, distress or frustration whether physical or mental, as a result of, or in connection with any delays or changes in schedules or itineraries, the act or omission of any party other than the agent or it's employees, monetary crises, political or social unrest, labor problems, economic changes, mechanical maintenance or construction difficulties or noises, changes of climate, local laws, diseases or unexpected conditions, absence of travel documentation, passports, visas and health certificates where required customers who have failed to comply with rules, check-in and out times and baggage handling disturbances or inconveniences to guests within the property or its surrounding area cancellation or change for any reason in the services offered customer's health or medical problems or physical disabilities fires, explosions, strikes, accidents, floods, earthquakes, acts of God or the enemy, or any other causes beyond our control.

The services installed at the Condo such as Cable, Internet and Satellite are not responsibility of our company, this are services hire from a third party Service provider and any failure, will be report to each Company by us after you send

your report on working hours, we cannot make refunds on the rent if any of this services doesn't work during your stay for malfunction or damage on the lines of the Service provider, we will give support to the guest as far as we can do it but the repairmen of the service will be on behalf of the Service provider (Cablemas, Telmex, Sky, Dish or similar)

We are not responsible for construction jobs, improvements, noisy neighbors, dogs barking, etc. on the properties around, we will give support making the report to the authority or manager in charge of them but by no mean refunds or lease cancellations will be applied in this cases.

In order to attend any failure in the property such as water, gas, appliances, etc, is important that you send us a report immediately by email or text during working days and hours so we can fix the problem as soon as possible.

THE USE, CONSUMPTION OR STORAGE OF ANY ILEGAL DRUG OR ANY KIND OF WEAPON IS ILEGAL IN MEXICO, IF WE SUSPECT THAT IT MAY OCCUR IN THE PROPERTY, WE ARE OBLIGATED TO SUBMIT ANY PERSON TO THE LOCAL AUTHORITIES.