

## Refund Policy

Thank you for choosing to stay with us at Villas Vista Arenal. Below are hotel policies and procedures; read them carefully. As our hotel guests, by reading and signing Villas Vista Arenal registration card at check-in or by booking a reservation on our website, you are agreeing to abide by our hotel policies and procedures.

### 1. Check In

Check-in time is any time after 2 PM (not guaranteed due to high volume of occupancy). If you arrive earlier we will be pleased to store your luggage until your room is ready. Guests will be required to present a valid credit/debit card upon check-in along with a valid form of identification. Villas Vista Arenal will make every effort to honor special requests (such as a specific floor or room number, adjoining rooms, roll-away beds, crib, etc.) upon your arrival. However, the availability of these items cannot be guaranteed in advance. The hotel reserves all rights to refuse service to any guests of the hotel who do not follow or comply with hotel policies.

### 2. Check out

Check-out is at 11 AM. If you require a later check-out, please contact us before 10 am on the day of departure, and we will do our best to accommodate your request. A charge may apply, depending on availability.

### 3. Cash Payment

If you choose to pay with cash, you will be required to pay the full amount of the room, including taxes and fees upfront. A \$100.00 deposit per night or open voucher is required and will be returned to you on your departure date.

### 4. Pet Policies

All pets are prohibited on property (a fine of \$250.00 will be applied to the bill if a pet is discovered).

## 5. Cancellation Policy

All hotel room reservations have a 48-hour cancellation policy unless otherwise noted. Any changes on packages or rates to your reservation must be done 48 hours prior to your arrival date. Reservations that are not canceled within 48 hours are subject to a charge of one night's stay plus tax.

## 6. Debit Cards

If you choose to use your debit card at check-in the resort will place a hold of the full anticipated dollar amount of your stay through your departure date, as well as an estimated hold for incidentals. Remaining funds due back to your debited account will be released upon check-out, which may take 4-15 business days to process. Additionally, your financial institution may have a contracted amount of time before the funds are released back to you, which can take up to 15 business days.

## 7. Smoking Policies

Smoking is prohibited in all public areas of the hotel and in "non-smoking" rooms, including rooms with a balcony (a \$250.00 fine will be applied for smoking in a non-smoking room.) Smoking is allowed in designated "smoking" areas of the hotel.

## 8. Age Restriction

Guests must be 18 years or older to check in without a parent or legal guardian.

## 9. Children Policy

Up to 2 children under the age of 6 stay free in same room as parents or legal guardian.

## 10. Promotion Policy

If you choose to take advantage of any promotions offered through the hotel, please follow all restrictions associated with each offer. Management reserves the right to change or cancel all promotions.

### 11. No In-Room Party Policy

Villas Vista Arenal enforces a NO IN-ROOM PARTY POLICY to ensure we can protect the hotel and our guests at all times. In the event of a disturbance one warning will be given to reduce noise. If this warning is not followed, the guest will forfeit all fees and must leave the hotel immediately.