



HOTEL RESERVATIONS AND CANCELLATIONS POLICIES UPDATE

We Would like to inform you of an **update** to our hotel policy, **which takes effect immediately**. To ensure transparency and fairness, as well as to maintain the high-quality standards you expect, the following guidelines will now apply. Please review it carefully.

Hotel Reservations Policy:

1. A government – issued photo ID must be presented matching the name on the reservation at check-in.
2. A full room rate will be chargeable at the moment of your reservation with no exclusions.
3. Reservations would only be guaranteed based on a valid credit card (VISA or Master Card).
4. Reservations are subject to availability at the time of booking.
5. A reservation number will be generated at the time of your reservation and sent to you with a confirmation letter by email.
6. A minimum stay of 2 nights is required for all reservations during standard seasons and may vary during summer, peak travel seasons, holidays, and special events. Sometimes we can accept walk-in reservations or last-minute reservations for one-night stays during weekdays on a cases-by-case basis. However, these reservations will incur an additional \$20.00 for cleaning fee.
7. Please note that all reservations at Villa Boheme are strictly non-transferable. Reservations cannot be transferred to another person, and changes to the primary guest's name are not permitted. If plans change, the original guest must cancel the reservation according to our cancellation policy and rebook in the new guest's name. If a cancellation occurs and a waiting list is active, the room will be offered to the next guest on the waiting list.
8. Each room has a maximum occupancy limit. Additional guests are not allowed without previous authorization. Additional guests will incur an additional \$27.25 with taxes included per guest, per night, if allowed.
9. We will do our best to accommodate special requests (e.g., room preferences, accessibility needs), but they are not guaranteed and are subject to availability. If you need an accessible room, please request it during the booking process. We have a limited number of accessible rooms.
10. Docking facilities must require a reservation. Please read our Docking Reservation Policies & Docking Cancellations Policies.

Hotel Cancellation/Modification Policy: We understand that plans can change, and we strive to accommodate our guests as much as possible. However, due to the nature of our operations, we have established a **strict cancellation policy**. Please, be advised that in the event of a cancellation all reservations at Villa Boheme Hotel are **non-refundable**, once payment is made, it is final, and no refunds will be issued under any circumstances. This policy applies to all reservations, cancellations, modifications, no shows, early departures, and docking reservations. Please review it carefully. Only **one modification or credit request** is permitted per reservation. After this, no further changes or credits will be allowed for that booking.

1. **Weather Conditions Cancellation:** All reservations are **non-refundable**. Even in cases of weather-related travel disruptions. Please take note of this, especially during the hurricane season (June 1 to November 30).
 - a. **Eligible for Credit Request Due Tropical Storm or Hurricane Advisories:**
A Credit Request due weather conditions may be issued if your reservation is directly affected by an official Tropical Storm or Hurricane Advisory. This advisory **must include the mandatory cancellation of ferry and air transportation services to/from Culebra or Puerto Rico eastern zone**. The advisory must be issued by an official government agency such as the Puerto Rico Port Authority, The National Weather Service, or the Federal Aviation Administration. Approved credits will be **equal to the total reservation amount**. Credit must be used within **three (3) months** from the original reservation date and are subject to availability. Only **one modification or credit request** is permitted per reservation. After this, no further changes or credits will be allowed for that booking.
 - b. **Non-Eligible for Credit Request:** If you decide to cancel, interrupt or delay your trip simply because the weather is unfavorable for you, will not be considered for a credit request.
2. **Credits for Future Stay:** In exceptional circumstances, with the appropriate evidence we may consider issuing a credit, valid for use within **three (3) months** of the original reservation date and subject to availability. All credit considerations are subject to only **one-time request** and must be approved by the Villa Boheme Hotel Management.
3. **Credit Consideration Window:**
 - a. **31 Days or More Before Arrival:** Any changes or cancellations made 31 days or more prior to your arrival will be incurred in a cancellation fee of \$25.00 to \$50.00, depending on the room, the remaining balance will be issue as credit on a future stay. Please note that during holiday and

seasonal peak periods, a 25% surcharge may be added during the reservation depending on the length of the stay.

- b. The remaining balance will be applied as a credit.
 - c. ***30 to 15 days Before Arrival:*** Any changes or cancellations made between 30 to 15 days prior to your arrival will be incurred in a penalty equivalent to one night of the reservation. The remaining balance will be applied as a credit.
 - d. ***14 to 8 days Before Arrival:*** Any changes or cancellations made between 14 to 8 days prior to your arrival will be incurred in a penalty equivalent to half of the reservation. The remaining balance will be applied as a credit.
 - e. ***Less than 7 Days Before Arrival:*** Any changes or cancellations made with less than 7 days before arrival no credit request will be considered.
4. **Credit Request:** Guests seeking a credit request must submit a written request to our email address: villabohome@gmail.com, please include in the subject: **“RE: CANCELTION REQUEST, RESERVATION NAME, CONFIRMATION NUMBER”** (this number is provide at the moment of the reservation), along with the supporting documentation for consideration. Approval of credit requests is at the sole discretion of the Villa Boheme Management.
 5. **Cancellation Number:** A cancellation number will be provided at the time of cancellation. We reserve the right to re-rent the room after cancellation. With a cancellation letter as well send it by email.
 6. **No Show & Early Departure:** Guest who fail to arrive on the scheduled check-in date without prior notice will not be considered to a credit request. We reserve the right to re-rent the room after no show or early departure. A cancellation letter will be sent to the email address on file.
 7. **Majeure Force Cancellation Policy:** Please be advised that our strict cancellation policy remains in effect, even in cases of major forces. Major forces refer to extraordinary events or circumstances beyond our control that may impact travel or hotel operations such as but no limited to: Natural disasters (hurricanes, earthquakes, floods, or wildfires), Government actions (travel bans, mandatory evacuations or border closures), pandemics, epidemics, or public health emergencies, Transportation disruptions (ferry cancellations or airport closures). In certain cases, we may offer credit for a future stay. Credits must be used within **three (3) months** from the original reservation date and are subject to availability. Guests must **provide official proof** of the major force event and its impact on their travel plans.
 8. **One Time Credit Request:** All reservations must be allowed to request credit or modify the original dates only one time per reservation.

Other Terms & Conditions: This terms and conditions apply for both room and docking reservations.

1. Check In and Check Out:

- a. Our Check-in time is after 3:00 PM to 6:00 PM. Otherwise if you are planning on arriving after 6:00 PM you must notify us before 6:00 PM on the day of your arrival. Otherwise, we will consider the room as available, and we reserve the right to re-rent the room.
- b. Our Check-out time is 10:30 AM for regular reservations. 11:00 AM for reservations through Airbnb.
- c. Early check-in or late check-out requests are subject to availability and may incur additional charges.

2. No Pet Allowed: Please be advised that we have a no pet policy in place to ensure the comfort and well-being of all our guests.

- a. Pets of any kind are not permitted on the property.
- b. **Service Animal Exception:** In compliance with the **ADA (American with Disabilities Act)**, we welcome service dogs that are specifically trained to assist individuals with disabilities. Please note that emotional support animals, comfort animals, or therapy animals are not considered service animals under ADA and are not permitted.
- c. **Responsibilities of Guests with Service Dogs:** Service dogs must always remain under the control of their handler. And in accordance with Law 154 of Animal Protection all pets must be with a leash and under supervision around premises.
- d. Guests are responsible for any damage or additional cleaning fees caused by any pets allowed.

3. Noise Level: To ensure a peaceful and enjoyable stay for everyone, Villa Boheme maintains a strict noise level policy. Quiet hours are from **11:00 PM to 7:00 AM** daily. During this time, guests are expected to keep noise to a minimum. Loud music, disruptive behavior, or any excessive noise that may disturb other guests is not permitted at any time. Please be mindful of noise levels in shared spaces, such as hallways, deck area, communal kitchen and outdoor areas. Guests who fail to adhere to this policy may be subject to a warning, additional charges or removal from the property without a refund or credit.

4. **Group Reservations, Cancellations and Modifications:** Group reservations required the full payment of the reservation. Cancellations or modifications requests will result in the forfeiture of 50% of the payment. Any request has to be made by email following the rule number 4, under **Credit Consideration Window**.
5. **Private Events Authorization:** Please note that all private events, such as weddings, gatherings, birthdays, or other social celebrations, must receive prior authorization.
 - a. **Event Authorization:** All private events must be requested and approved in advance. Please, contact us at villaboheme@gmail.com to submit your request.
 - b. Approval is subject to availability and compliance with hotel reservation policy.
 - c. Fees may apply for the use of hotel spaces, setup, cleanup, and other event-related services.
 - d. Event size and noise levels must follow hotel policies to avoid disruptions to other guests.
 - e. Unauthorized events or gatherings may result in penalties, including cancellation of the reservation without refund.
6. **Swim at Your Own Risk:** Please be advised that swimming in this area is at your own risk. Boat traffic is frequent and can sometimes involve high-speed vessels. Exercise extreme caution when entering the water. Avoid swimming at night or in low-visibility conditions.
7. **Fishing:** To avoid accidents fishing is not allowed on the premises. Guests wishing to fish are encouraged to explore designated fishing areas nearby. Please contact our front desk for recommendations.
8. **Smoking:** To ensure the comfort and safety of all our guests, we maintain a strict no-smoking policy inside all rooms and indoor spaces. Smoking is permitted only in designated outdoor areas.
9. **Parking Lot:** Please note that Villa Boheme does not have a parking lot on the premises. Public parking is available near the property. Guests are advised to follow all local parking and traffic regulations to avoid fines or towing.
10. **Accommodations Requests:** All accommodation requests will be considered and approved according to availability at the moment of your request.

Prices:

1. Room and docking prices vary depending on the season, availability, and type of room selected. Rates are subject to change without prior notice.

2. Specials promotions or discounts may be available, and we encourage you to check current offers when making a reservation.
3. All rooms rates are subject to applicable taxes and additional fees, which will be added to the final total at the time of booking or check out.

Boat Reservation Policy:

1. All boat reservations must be made in advance through our front desk.
2. A valid Puerto Rico Registration Number or USCG Registration Number is required to confirm the reservation.
3. A valid credit card is required at the moment of the reservation.
4. Guests must provide the length of the boat (in feet) at the time of reservation.
5. If dockside electricity is required the voltage (e.g., 110 V or 220 V.) must be specified.
6. Dock assignments will be made based on the boat's length and electrical requirements. Space is subject to availability.

Docking Rules and Conditions Policy:

1. Boat will be assigned to a dock number, according to the size and draft. You must arrive at the dock number assigned and we do not allow any transfer without authorization.
2. Oils, gasoline or diesel, are not allowed to be transferred or exchanged on premises.
3. No one is allowed to spend the night at the dock or sleeping on the boat without permission.
4. No rafting allowed under a penalty of \$150 to \$200 dollars.
5. Generators and power plants are not allowed during docking to our premises.
6. BBQ uses is not permitted on boat. For your convenience we have available a BBQ station in our patio area.

For any questions or assistance with your booking, please contact us at +1787.742.3508 or by email villaboheme@gmail.com.

Thank you for your understanding and cooperation. We look forward to hosting you at Villa Boheme Hotel.

Villa Boheme Hotel

Management Team