



## Personal information for Property Owner

Name :

Address :

N.I.E. :

Accommodation Code :

## ACCOMMODATION RESERVATIONS FOR APARTMENTS/HOUSES WITH COSTASUR

- a. Costasur.com helps you generate and handle reservations for your tourist accommodation. Costasur.com is only an Agent that acts at all times as an intermediate between property owner of the accommodation and the client.
- b. The rental of the accommodation is directly between the property owner and the client.
- c. Costasur.com will add a 20% commission price on top of your asking price and the total of the two will be published on the website page.**
- d. The reservation process: At the moment in which a reservation is made at the price published on the website, the price is fixed and will not change, and the reservation cannot be cancelled AFTER we have received notice of the reservation in our system.**
- e. Costasur awards property owners through a system of points for all accommodations that don't have blocked dates during high season. With more points, you will receive more reservations during Mid and Low season.
- f. It is the absolute and unique responsibility of the property owner to always maintain up-to-date the information in published for his/her accommodation(s) in Costasur (prices, availability, available equipment, etc.). You must notify us of this information either by blocking unavailable dates yourself on your online booking calendar, or by informing us by sending an e-mail (modifications will NOT be accepted by telephone).
- g. Property owners will be advised by e-mail and SMS about new reservations. The property owner will not be advised by other means. This is why it is absolutely necessary to provide us with a working e-mail where you check mail regularly, so that we can send you new reservation notifications.
- h. It is not possible under any circumstance to change or cancel a reservation that has either been accepted or confirmed.** If a confirmed reservation is canceled, any cost accrued either for the client or for Costasur as a direct cause of this cancellation WILL BE PAID EXCLUSIVELY BY THE PROPERTY OWNER (client's choice of alternative accommodation, cancellation of plane tickets, etc...)
- i. The property owner agrees to verify reservations for his/her accommodation on a regular basis, as well as the reservation's status in the Member User Menu that he/she has available to him/her at Costasur.com. In the case of misunderstandings, any information that is listed in the reservation system for Costasur will always prevail.
- j. If the client arrives to the accommodation and the characteristics, cleaning, security, or major works do not coincide with the description that appears in the system at Costasur; he/she will have the right to not accept the accommodation. In this case, the advance payment will be returned to the client, as well as the total sum of money that the client has paid to the property owner for his/her stay in the accommodation.

k. Once the client has confirmed his/her reservation by making a 20% deposit of the total price of the rental through a bank transfer to Costasur, the remaining amount will be paid to the property owner at the moment in which the key handover is performed.

l. In the case of a client cancellation of an ALREADY CONFIRMED RESERVATION, the conditions of cancellation that appear in the accommodation's Costasur Webpage will apply. If the conditions say that there are "no refunds" of advance payment in the case of cancellation, Costasur will pay 80% of the advance payment that was paid to Costasur, keeping 20% commission of this payment.

m. In the case that the property owner cannot turn in the keys to the client either because he/she does not live in the vicinity or for any other reason, Costasur will offer a key handover/pickup for the accommodation through another reservation handling company. If there is a Costasur office in the locality where the property owner has the accommodation, there will be no additional cost to the property owner for the key handover/pick-up. In this case, we will require a security deposit from the clients who will be occupying the accommodation in case of any imperfections caused during the client's stay. **Costasur offers this service for free in good faith, but we will not assume any responsibility for problems that arise from performing this service.**

n. SECURITY DEPOSITS AND REFUNDS. Before returning the security deposit, the property owner must revise the accommodation to check for possible imperfections, but the property owner cannot charge for imperfections to things already damaged that perhaps the client broke because it was almost broken anyway. **Costasur will not be held responsible for damage caused by clients.**

o. The property owner agrees to have the accommodation equipped with the basics. If the property owner doesn't do this, even after being advised by Costasur, then Costasur will buy the necessary basic items to equip the accommodation, and will later charge the property owner for the bought equipment, plus a handling charge.

p. **Costasur does not assume responsibility for reparations and maintenance of equipment/furniture/structure, etc. of the accommodation.** We suggest that the property owner equips his/her accommodations with quality items that will withstand use during holiday rentals. We also suggest that property owners buy home insurance that covers damage and imperfections caused by clients.

q. The property owner will be the only one responsible for fixing imperfections in the accommodation. Depending on the severity of the imperfection, the property owner must fix the damage in a reasonable amount of time (hours or days). If the property owner doesn't repair the damage in a reasonable amount of time, Costasur will take charge of fixing the damage, and will charge the property owner the cost of the reparation.

r. If the clients suffer a robbery during their stay in the property owner's accommodation, Costasur will not be held responsible for the economic repercussions for the stolen goods. If the robbery happened because the access to the accommodation was not in good condition (broken doors, defective or broken locks on windows or doors, etc.), the economic restoration of stolen goods will be the sole and unique responsibility of the property owner.

s. This contract may be revised/changed at any moment. All modifications made to this contract will be communicated by e-mail.

**PROPERTY OWNER**

**COSTASUR.COM**

**Name :**  
**N.I.E. :**