

Sample Guest Stay Agreement. This is a sample copy of the Villa Amistad Guest Stay Agreement for review before booking. Items in curly brackets, such as {CFULL} or {BARR}, are filled in automatically with your name, dates, rental unit, and payment details on the personalized copy you sign after booking. Your cancellation policy is shown on the listing where you book and in your booking confirmation. The Spanish version is the legally binding agreement in Mexico; English and French copies are provided as a courtesy. Questions? Email info@villaamistadpv.com.

Villa Amistad Guest Stay Agreement: {PDISPNAME}

Arriving: {BARR} ({BCHECKINTIME}) | **Departing:** {BDEP} ({BCHECKOUTTIME} or earlier) | **Staying:** {BNNGHTS} nights | **Party size:** {BGPARTY}

Property	Dates	Primary Guest
Name: {PDISPNAME} Capacity: {PMAXGUESTS} guests Address: {PADDRS}	Arrival: {BARR} Departure: {BDEP} Nights: {BNNGHTS} Check-in: {BCHECKINTIME} Check-out: {BCHECKOUTTIME}	Name: {CFULL} Phone: {CPHONEPR} Email: {CEMAILPRIME} Address: {CADDRPRIMES}

This English version is provided as a courtesy. The Spanish version is the legally binding agreement recognized in Mexico and prevails for all legal purposes (Section 14.2). The English and French versions are provided for the convenience of guests.

Thank you for choosing Villa Amistad. This Agreement sets out the terms of your stay; please read it before you arrive.

Key Terms at a Glance

Topic	Summary
Check-in / check-out	4:00 PM / 11:00 AM (Section 5)
Before arrival	Sign this Agreement; Booking.com guests also add a card on file (Section 2.1)
Maximum occupancy	Two people per bed; all ages count (Section 4.1)
Primary Guest age	20+ for apartments, 25+ for the Entire Villa (Section 4.4)
Parties and events	Not permitted (Section 4.3)
Quiet hours	10:00 PM to 8:00 AM (Section 4.5)
Smoking and vaping	Only at the base of the outside entry staircase (Section 4.6)
Pets	Not permitted; trained service animals welcome (Section 4.7)
Pool	Not fenced and no lifeguard; children must be supervised (Section 7)
Card authorization hold	\$50 to \$200 USD by unit, except Airbnb bookings (Section 3.2)

This summary is for convenience only. The full terms below control.

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1. Parties and Definitions

1.1 Parties. This Agreement is made on {BBKDT} between Prime Property Rentals Puerto Vallarta SA de CV (the "Host"), represented by Mark Roberts, Owner of Villa Amistad and Authorized Agent of the Host, and {CFULL} (the "Primary Guest"). It covers the stay at {PDISPNAME} at Villa Amistad, Puerto Vallarta, Jalisco, Mexico, from {BARR} to {BDEP}, including any changed or extended dates. The Primary Guest is responsible for ensuring that every Guest and Visitor in their party follows this Agreement.

1.2 Definitions. In this Agreement:

- **"Host"**: Prime Property Rentals Puerto Vallarta SA de CV, the booking counterparty and responsible legal entity.
- **"Hosts"**: Mark Roberts and John Molina, owners of the business, and representatives acting in a hospitality role.
- **"Owner"**: Mark Roberts, who personally owns Villa Amistad and the property on which it stands.
- **"Staff"**: the housekeeping and maintenance personnel engaged by the Host.
- **"Primary Guest"**: the person named on the booking, who is financially responsible for the stay.
- **"Guest"**: any person staying on the reservation.
- **"Visitor"**: a person a Guest invites onto the property who is not staying on the reservation.
- **"Rental Unit"**: the apartment(s) or Entire Villa shown on the booking confirmation.
- **"Guidebook"**: the Villa Amistad Guest Guidebook described in Section 12.

1.3 Contact. info@villaamistadpv.com. Other contact details are in the Guidebook. Emergencies in Mexico: 911.

2. Booking, Acceptance and Payment

2.1 Signing this Agreement. How you sign depends on where you booked:

- **Direct (our website):** this Agreement is presented during booking and must be signed to complete the reservation, along with a few questions that help our team prepare for your stay.

- **VRBO, and bookings made with us by email or phone:** after booking, you receive a message with a link to answer a few questions and sign this Agreement. It must be signed within 48 hours of booking and before arrival.
- **Booking.com:** after booking, you receive a message with a link to sign this Agreement and provide a card on file. Both are required to complete the booking and to stay at the property.
- **Airbnb:** shortly after booking, you receive a message with a link to sign this Agreement. This requirement is disclosed in the Airbnb listing before booking.

Please complete these steps as soon as possible after booking and before arrival. Your Guidebook, including your entry code, unlocks once they are done (Section 12). Electronic signature and electronic acceptance of this Agreement are valid and binding. Confirming a booking, making a payment, or staying at the property also constitutes acceptance of this Agreement.

2.2 Payment schedule (direct website, manual and VRBO bookings). If you book more than 30 days before arrival (60 days for the Entire Villa, the Penthouse and Las Brisas), a deposit is charged at booking and the remaining balance is charged automatically to the card on file on the date shown below. If you book within that window, the full amount is charged at booking. The amounts are those in effect at the time of booking, as shown in your booking confirmation. If an automatic payment fails, the Guest must provide another payment method within 24 hours, or the reservation may be cancelled under the cancellation policy.

Rental Unit	Deposit at booking	Balance charged automatically
Entire Villa	\$500 USD	60 days before arrival
The Penthouse, Las Brisas	\$120 USD	60 days before arrival
Ivan's Bella Vista, Curiel's Retreat	\$80 USD	30 days before arrival
Miguel's Mirador, Jonathan's Lugar	\$50 USD	30 days before arrival

2.3 Platform bookings. Airbnb and Booking.com process all payments for their bookings under the platform's terms. VRBO charges its own guest service fee at booking, separate from the amounts paid to the Host.

2.4 Accepted cards. Visa, Mastercard, and debit cards are accepted for direct and VRBO bookings. American Express is accepted with manual processing: the Guest must authorize the Host to convert the total from USD to MXN at the current exchange rate before charging, and should contact the Host before booking to arrange this. Charges appear on your card statement as {PCCSTEXT}.

2.5 Taxes. All rates are subject to IVA (16%) and the Jalisco lodging tax (5%), plus the Damage Waiver Fee (Section 3.6).

2.6 Payment disputes. Charges authorized under this Agreement, including the card authorization hold, Honor Bar purchases, paid services, and damages, are valid and agreed. Guests agree to raise any billing question with the Host first and not to open a chargeback or payment dispute for an authorized charge. The Host will provide documentation and receipts for any charge on request.

2.7 Personal data and privacy. The Host collects the personal information needed to take the booking and manage the stay, such as name, contact details, identification where required, and payment information (card payments are processed securely through Stripe). It is handled under Mexican data-protection law and the Host's privacy notice (Aviso de Privacidad), available on request, at villaamistadpv.com, and in the Guidebook, where it can be viewed before the Guidebook is unlocked. The Host does not sell guest data.

3. Card on File, Authorization Hold and Damage

3.1 Card on file. A valid card must be on file before check-in; property access is not provided until a card has been submitted and validated. If a card fails validation, expires, or is cancelled before or during the stay, the Guest must provide a replacement immediately.

- **Direct and VRBO:** the card used at booking stays on file. Contact the Host to use a different card.
- **Booking.com:** provide a card through the link sent by message after booking (Booking.com does not share card details with hosts). Please do this promptly; your Guidebook and entry code are not unlocked until it is done.
- **Airbnb:** no card is required. Damage claims are handled through the Airbnb Resolution Center.

By providing a card, the Guest confirms that the information and identification provided are accurate and that they are the cardholder or are otherwise authorized to use the card for charges under this Agreement.

3.2 Card authorization hold (all bookings except Airbnb). Up to 48 hours before check-in, an authorization hold in the amount below is placed on the card on file. The hold confirms the card is valid and has funds available, and it may be applied toward any charges under this Agreement. It is not a charge, and no money is taken unless there are damages or unpaid charges. It is also not a limit: charges above the hold amount are covered by the Guest's authorization in Section 3.5. On longer stays, the hold is renewed automatically before it expires. The hold is released within 1 to 7 days after departure, once the Rental Unit has been inspected. Normal wear and tear is not damage. If damage is found during the stay, the Host may place an additional hold for the estimated cost of repair or replacement and will notify the Guest promptly with available documentation.

Rental Unit	Hold amount
1- and 2-bedroom apartments	\$50 USD
3-bedroom (Penthouse, Las Brisas)	\$100 USD
Entire Villa	\$200 USD

3.3 Arrival check. Please look over the Rental Unit when you arrive and report any damage, missing items, or other problems within 24 hours of check-in, so they are not attributed to your stay. Report anything that happens later as soon as you notice it.

3.4 Damage notification. The Host will notify the Guest of any damage or outstanding balance within 72 hours of check-out or before the next guest's check-in, whichever comes first. Documentation and receipts are provided with the notice when available; where repairs need contractors, replacement orders, or third-party assessment, final documentation follows as promptly as possible, and charges may be applied once it is complete, even after the notice period.

3.5 Authorization to charge. By accepting this Agreement, the Guest authorizes the Host to charge the card on file for damages, excessive cleaning, missing items, unpaid services and balances, fees for policy violations, and third-party fines resulting from the stay (such as municipal noise fines). For Airbnb bookings, where there is no card on file, these charges are requested in US dollars through the Airbnb Resolution Center. Fixed fees in this Agreement state their Airbnb amount; other peso amounts, such as repair costs, are converted at the exchange rate on the day of the request. Every charge is supported by documentation and receipts, and the Guest is told the nature and estimated cost of any damage before a charge is applied. The Host is not required to use the least expensive method of repair or replacement.

3.6 Damage Waiver Fee. A per-stay Damage Waiver Fee (not per night or per guest) is added to every reservation at booking. It covers unintentional, accidental damage to the property or its contents during the stay, up to the amounts below. On some platforms it may appear as a "Management Fee," "Resort Fee," or "Administrative Fee," or be included in the rate total. Please report accidental damage right away so we can repair or replace items promptly.

Rental Unit	Fee per stay	Covers accidental damage up to
1-bedroom	\$10 USD	\$300 USD
2-bedroom	\$20 USD	\$400 USD
3-bedroom and Entire Villa	\$35 USD	\$500 USD

The Damage Waiver does not cover:

- Negligence, misuse, or intentional damage
- Theft or missing items
- Smoking inside the property
- Excessive cleaning or unsanitary conditions
- Damage caused by breaking house rules
- Exceeding maximum occupancy
- Unauthorized parties or events
- Stains on linens, towels, or fabrics from hair dye, excessive sunscreen, makeup, or tanning products. Hair dye must be fully set so it cannot transfer; makeup-removal towels are provided.

Damage above the coverage amount, or in these exclusions, is charged to the card on file or, for Airbnb bookings, claimed through the Airbnb Resolution Center.

4. Occupancy, Visitors and House Rules

Villa Amistad is a peaceful, boutique-style property dedicated to relaxation, respect, and the peaceful enjoyment of all guests and neighbors.

4.1 Occupancy. Maximum occupancy is two people per bed and counts everyone of any age, including infants and young children. One exception: a single additional infant aged two or under is welcome above the limit if you bring a portable travel crib for the infant to sleep in. Without a crib, the infant counts toward occupancy and the limit may not be exceeded. Only Guests registered on the reservation may stay overnight, extra guests are not permitted, and everyone sleeps in a bed: no sleeping on sofas, air mattresses, or other surfaces. These limits also appear on the listing where you booked and in the Guidebook.

Rental Unit	Maximum guests	Maximum visitors
1-bedroom (Miguel's Mirador, Jonathan's Lugar)	2	2
2-bedroom (Ivan's Bella Vista, Curiel's Retreat)	4	4
3-bedroom (Penthouse, Las Brisas)	6	6
Entire Villa	12	8

4.2 Visitors. Each reservation may host Visitors up to the number in the table above, within a property-wide limit of 8 Visitors at any time (unless the Hosts approve more) and 20 Guests and Visitors combined. Visitors must be escorted, may not stay without a Guest present, may not receive access codes, must follow all rules, and must leave by midnight unless approved in advance. Guests are responsible for their Visitors, and the Host may deny entry to any Visitor or require any Visitor to leave.

4.3 No parties or events. Parties and events of any kind are not permitted. Villa Amistad is a place of relaxing enjoyment for everyone staying on the property and for our neighbors.

4.4 Primary Guest age and bookings. The Primary Guest must be at least 20 years old to book an apartment and at least 25 years old to book the Entire Villa, and must stay at the property for the entire stay. Third-party bookings, where the person who books will not be staying, are not permitted.

4.5 Quiet hours and noise. Quiet hours are 10:00 PM to 8:00 AM and are strictly enforced around the pool. Keep voices, music, and televisions at moderate levels at all times, and no music or loud voices at the pool or anywhere outdoors after 10:00 PM. Villa Amistad is a house, and as in any house and many hotels, sound carries between walls and doors. We have worked to reduce it, and ask every Guest to respect the quiet hours and the well-being of other guests and our neighbors. At any time, not only during quiet hours, the Hosts and Staff may ask Guests to lower or moderate noise or music, whether after a complaint from a neighbor or another guest or to prevent one, and Guests agree to comply promptly.

4.6 Smoking and vaping. Villa Amistad is 100% smoke-free, including vaping. Smoking is allowed only at the base of the outside entry staircase; please use the container in the planter box outside the entrance gate for cigarette butts. Smoking anywhere else on the property may result in a cleaning fee of 3,000 MXN (\$150 USD for Airbnb bookings), and smoking after a warning is grounds for ending the stay.

4.7 Pets and service animals. Pets are not permitted. Emotional support animals are not service animals and are not permitted, except where local law recognizes them as service animals. Trained service animals are welcome. United States law does not apply in Mexico; we follow local law and the requirements of the platform the reservation was booked on. For a service animal, we may ask whether the animal is required because of a disability and what work or task it has been trained to perform. Service animals must have current vaccination records, be house-trained, stay under the handler's control at all times, not disturb other guests, be taken off the property for relief, never be left alone on the property, and otherwise be kept in accordance with the law.

4.8 Air conditioning. Keep all doors and windows closed while the air conditioning is on. The Host may remotely turn off air conditioners found running with doors or windows open.

4.9 Electronic devices. Do not interfere with, unplug, alter, or block any of the property's electronic devices, including outdoor lights, WiFi routers, the video doorbell at the entrance gate, and keyless locks.

4.10 Restricted areas. Staff and operational areas and the Owner's private apartments (entry level and rooftop, including the 4th-floor level) are off-limits.

4.11 Posted rules. Rules posted on the property, such as at the pool or the Honor Bar, are part of this Agreement.

4.12 No subletting or commercial use. The reservation may not be assigned, sublet, or resold, and the property may not be used for commercial activity, advertising, photography or video production, or events without the Host's prior written consent.

4.13 Right to end a stay. The Host may require any Guest or Visitor to leave, and may end the stay without refund, for a serious breach of this Agreement, including an unauthorized party or event, exceeding maximum occupancy, illegal activity, damage or theft, threats to the safety of others, or repeated disturbance to other guests or neighbors after a warning. No refund is given for unused nights, and the Guest remains responsible for any resulting charges.

5. Check-In, Check-Out and Villa Extras

5.1 Times. Check-in is 4:00 PM and check-out is 11:00 AM. If the Rental Unit is ready early, complimentary check-in from 3:00 PM may be offered; this is confirmed only on the day of arrival.

5.2 Access and security. Entry instructions and the security code are in the Guidebook (Section 12). Keep the main gate locked at all times; Guests are responsible for securing their Rental Unit.

5.3 Priority Early Check-In (from 12:00 PM). An optional paid service, subject to availability. Request it through Villa Extras in the Guidebook as early as possible so we can arrange staffing; the fee varies by listing and is posted in the Guidebook. The Hosts confirm on the day of arrival once the unit can be prepared in time. Entry is provided between 12:00 PM and 3:00 PM depending on when cleaning is complete; noon is not guaranteed, and Guests who need a guaranteed earlier arrival should book the night before. Once approved, the fee applies even if the Guest arrives later, because staff prepare the unit ahead of other duties.

5.4 Check-out. Guests must fully vacate the Rental Unit and all shared areas, including terraces and the pool, by 11:00 AM unless a Late Check-Out has been approved. Staying past 11:00 AM without approval may incur a late check-out fee of 3,000 MXN (\$150 USD for Airbnb bookings), charged under Section 3.5, because staff need that time to prepare for arriving guests.

5.5 Late Check-Out (until 5:00 PM). An optional paid service, subject to availability. Request it through Villa Extras in the Guidebook as early as possible; the fee varies by listing and is posted in the Guidebook. Approval depends on staff availability and on the unit being free, and requests are confirmed by the day before departure. Payment is due immediately after approval, and the Late Check-Out is not confirmed, and the unit not blocked from new bookings, until payment is received. Guests may leave any time before 5:00 PM, with no refund or discount for leaving early. Guests staying past 5:00 PM may be asked to leave immediately or will be charged the full base nightly rate.

5.6 Departure Day Bag Storage. On departure day we can store bags so you can enjoy your last hours in Puerto Vallarta, including when Late Check-Out is not available. Request it through Villa Extras, subject to staff availability; it may not be available on weekends, major Mexican holidays, or staff rest days. Storage is complimentary when bags are collected by 2:00 PM; collection after 2:15 PM is a paid service, with the fee posted in the Guidebook, and the latest collection is 5:00 PM. Drop-off and pickup details are in the Guidebook. Bags are stored at the Guest's own risk.

5.7 Paying for Priority Early Check-In and Late Check-Out. Fees are charged in Mexican pesos to the card on file, or to a card provided through our secure payment link, when the request is approved. Airbnb guests pay in US dollars through a request in the Airbnb Resolution Center, which must be accepted before check-in (Priority Early Check-In) or before the Late Check-Out is confirmed. Booking.com guests without a card on file will be asked for one through the secure payment link when making a request.

5.8 Items left behind. Items left after check-out are not the Host's responsibility. On request, we will try to return them at the Guest's expense; items unclaimed for more than 30 days may be donated or disposed of.

6. Housekeeping, Cleanliness and Towels

6.1 Housekeeping. Housekeeping follows the schedule in the Guidebook, with an eco-friendly approach to linens and towels that conserves water and energy. Fresh linens are provided at check-in, and Entire Villa bookings receive daily housekeeping. Optional paid services for apartment guests (extra towel or linen changes, a mid-stay deep clean, and a daily full-housekeeping upgrade) and their fees are listed in the Guidebook. No discounts or refunds are given for cleaning skipped because the space was unavailable or access was not provided.

6.2 Cleanliness. Keep the Rental Unit and property clean, and do not let trash accumulate; it attracts ants and other insects. Dispose of cans and bottles in the bins provided. Return the Rental Unit in a similar state of cleanliness to how it was provided; excessive cleaning is charged under Section 3.

6.3 Towels and wet items. Towels and linens in the Rental Unit stay on the property; beach towels from the towel station by the Honor Bar may be taken offsite and returned to the hamper. Hang wet towels and other items on the drying racks in each bedroom, never on furniture or railings (especially the leather chairs on the Curiel's Retreat terrace). Damage from wet items may be charged under Section 3.

7. Pool, Terraces and Common Areas

The pool, terraces, and common areas are used at your own risk.

- **No fence and no lifeguard.** The pool has no fence or gate and no lifeguard. Children and non-swimmers must be supervised by an adult at all times in or near the pool.
- **No glass or food.** No glass of any type and no food in or near the pool. Cans and plastic cups are fine, and plastic glasses are provided.
- **Before swimming.** Shower first, and do not enter the pool right after applying sunscreen or oils.
- **Pool wall.** Do not stand, sit, or place objects on the pool wall facing our neighbor and the ocean; there is a large drop-off.
- **Conduct.** No horseplay, running, diving, splashing, or loud music.
- **Umbrellas.** Close umbrellas after use from June through October (rainy season) and during storms; wind can send them flying and cause damage or injury.
- **BBQ.** Turn the gas tank fully off after use. Use the BBQ at your own risk and ask the Host if you have any questions.
- **Shared spaces.** Do not leave personal items or towels in shared areas or at the pool, so everyone can enjoy them.

8. Honor Bar

Our self-serve Honor Bar runs on trust. The menu and prices are in the Guidebook and on the envelopes at the Honor Bar. Prices are in Mexican pesos and include IVA (16%). The Host may restock or change prices without notice and may close the Honor Bar at its discretion.

8.1 Paying. Record every item when you take it, and choose Pay Now or Add to Tab in the Guidebook. Items not added to a tab must be paid the day they are taken. Any Guest may use Pay Now, with cash pesos or their own card.

- **Pay Now, cash:** record the items on a pre-printed envelope, write the amount enclosed, and place it in the cash box. Pesos only; no change is given.
- **Pay Now, card:** pay the itemized total in the Guidebook's secure payment window (processed by Stripe); a receipt is emailed to you.

8.2 Tabs. Only the Primary Guest may open a tab, like charging purchases to a hotel room, and a valid card must be on file first. For direct and VRBO bookings this is the booking card unless changed; for Booking.com, the card provided for damage protection and incidentals; for Airbnb, a card the Primary Guest adds when opening the tab. No one else may add a card for the Honor Bar. By opening a tab, the Primary Guest authorizes the Host to charge that card for all tab items and any unpaid or missing items at check-out. A verification hold of about 10 pesos may be placed when the card is added, and the Host may place a hold for the amount owed before settling the tab.

- The Primary Guest is responsible for every item added by anyone they share their Guidebook link with, and decides whether others in their party may use the tab.
- The Primary Guest is emailed as items are added, and the Guidebook shows a running list that every Guest on the reservation can review at any time. Monitoring the tab is the Primary Guest's responsibility.
- Items can be added until 7:00 AM on check-out day. The tab is charged automatically between 7:00 and 7:30 AM that day, including on Late Check-Out days, and a receipt is emailed. Later purchases are paid with Pay Now.

8.3 Unpaid items. Unpaid or missing items at check-out are billed to the Primary Guest.

9. Cancellations and Refunds

9.1 Cancellation policy. The cancellation policy for your reservation is as follows:

{BCANPOLLEGAL}

For direct and VRBO bookings, refund percentages apply to the total amount paid to the Host, including any fees and taxes. For Airbnb and Booking.com bookings, the cancellation policy agreed to on that platform at booking applies and supersedes any different cancellation terms in this Agreement.

9.2 How refunds are paid. Airbnb and Booking.com process payments and refunds for their bookings, and Guests handle payment questions directly with the platform. For direct and VRBO bookings, the Host issues refunds to the original payment method, in the currency of the original charge; the Host is not responsible for exchange-rate differences, card-issuer fees, or issuer processing times.

9.3 Host cancellation. If the Host determines that a serious problem makes the property unsuitable for the stay (for example, a major water or plumbing failure, a fire, or an essential item that cannot be repaired or replaced in time), the Host may cancel and will refund the amounts paid for unused nights, with help finding alternatives where possible. That refund is the Host's sole liability; the Host is not liable for airfare, other lodging, travel expenses, or other losses. Routine or temporary interruptions (such as a power, water, or internet outage) and matters on the Guest's side (such as illness or a family emergency) are not Host cancellations.

9.4 Unit substitution. On rare occasions, if the reserved unit becomes unavailable or unsuitable, for example due to a maintenance problem, the Host may offer a comparable unit at the property. If none is available and the Guest does not wish to move, Section 9.3 applies to the affected nights.

9.5 Events beyond our control. Neither the Guest nor the Host is responsible for a failure to perform caused by events beyond reasonable control, such as hurricanes, severe weather, natural disasters, government action or travel restrictions, strikes, or extended public-utility failures. These events do not change the cancellation policy. If one prevents the Host from providing the property, Section 9.3 applies.

9.6 Travel insurance. Our cancellation policy is firm, and we believe it is fair: as a small business with a year-round team, we can rarely rebook last-minute cancellations. We strongly recommend travel and medical insurance to protect your trip against cancellations, interruptions, illness, and emergencies.

10. Safety, Accessibility and Local Conditions

10.1 Hillside property. Villa Amistad is built on a hillside across multiple levels connected by stairs, with elevated terraces typical of Puerto Vallarta architecture. There are no elevators or ramps, and guest apartments and shared spaces sit one to two levels above the street entry. Walk carefully, use the handrails, and take extra care with wet feet or after rain.

10.2 Railings. Terraces and balconies have waist-height railings typical of Mexican architecture. Climbing, sitting, or leaning over railings is prohibited, and furniture and planters must not be moved near terrace edges or railings.

10.3 Children. Parents and guardians must accompany children at all times between levels and on exterior stairways, and supervise them to prevent accidents or damage. The pool is not fenced (Section 7). Outlets, appliances, and kitchen tools are not child-proofed, and breakable decor, art, and glassware are placed throughout the villa.

10.4 Accessibility. Because of its hillside design, Villa Amistad may not be suitable for guests with mobility limitations. If you have accessibility needs, please contact the Hosts in advance to discuss options.

10.5 Assumption of risk. By accepting this Agreement, Guests acknowledge that the property includes stairs, terraces, and elevated areas, and assume responsibility for their own safety and that of any children or dependents in their party. Details on stairs, access, parking, and getting to the villa are in the Guidebook.

10.6 Security camera. For the safety of guests and the property, one exterior security camera, the video doorbell at the entrance gate, records the outside entrance area only. There are no cameras inside the apartments, the villa interior, or any private or shared living areas.

10.7 Local conditions. Electricity, water, internet, and propane service in Mexico may be less reliable than guests are used to at home. The Host maintains backup systems for many services, but power and water interruptions are common and usually resolve within about four hours. Our street is quiet by local standards and most neighbors value a peaceful coexistence, but roosters, barking dogs, children playing, late-night gatherings, and construction or renovation at neighboring properties are outside the Host's control. We ask for an open mind and a little patience; these interruptions and noises are not grounds for a refund.

11. Right of Entry

The Host and authorized Staff may enter the Rental Unit with reasonable notice for housekeeping, repairs, maintenance, or inspections, and without notice in an emergency or where there is a reasonable belief of a rule violation or safety concern, to protect guests and property.

12. Guest Guidebook and AI Assistant

12.1 What it includes. Every reservation receives a personalized Guidebook link after booking. It contains complete information about the Villa, the security code and entry instructions, Villa Extras for requesting services and amenities (including concierge services), and a curated guide to Puerto Vallarta with restaurant recommendations. It unlocks once this Agreement is signed and, for Booking.com guests, once a card on file is confirmed.

12.2 Keep the link private. The link contains personal reservation details, including the Primary Guest's name and the security code. Share it only with people staying on the reservation, never with Visitors or anyone else. Everyone on the reservation has the same Guidebook access, including the Honor Bar tab. Tab items are charged to the Primary Guest, automatically, to the card on file; the Primary Guest is emailed whenever an item is added, and the Guidebook's Honor Bar section keeps a running balance for review. The Primary Guest is responsible for telling fellow Guests whether they may use the tab; any Guest may instead pay with cash pesos or their own card (Section 8).

12.3 Updates. The Guidebook is updated regularly, and the version in effect during the reservation applies. Guests are responsible for reviewing it before arrival and checking for updates before the stay; the fees and schedules in it are the current ones for the reservation.

12.4 AI assistant. The Guidebook includes an AI assistant offered as a courtesy to help answer common questions. Its answers may be incomplete or incorrect and should not be relied on. Before acting on anything important, such as the hours, location, pricing, or availability of a restaurant, venue, business, or service, verify it yourself online and with the business or provider directly. Do not enter personal, financial, or sensitive information into the AI assistant. The Host is not responsible for any action taken in reliance on its answers.

12.5 Accuracy and recommendations. Guidebook information is provided in good faith and kept as accurate as we reasonably can, but it may contain errors or become out of date, and the Host does not accept liability for inaccuracies. Its restaurant, venue, activity, and business suggestions are our personal opinions, shared as a courtesy, and are not professional, expert, or legal advice. Any business or experience a Guest chooses is independent of Villa Amistad and the Host, and the Host is not responsible for any third party's acts, omissions, quality, safety, pricing, closure, or outcome, including illness from food or drink, poor service, closures or changes, cancellations, accidents, theft, or crime. Guests use these recommendations at their own discretion and risk.

13. Liability and Indemnity

13.1 Use at own risk. Use of the property and its facilities is at the Guest's own risk. To the fullest extent permitted by applicable law, the Host, the Hosts, the Owner, and Staff are not liable for accidents, injury, illness, theft, or loss, except where caused by their gross negligence or willful misconduct.

13.2 Indemnity. The Primary Guest agrees to indemnify and hold harmless the Host, the Hosts, the Owner, and Staff against claims arising from the stay of the Primary Guest, their party, or their Visitors, except where caused by the Host's gross negligence or willful misconduct.

14. Governing Law and Final Terms

14.1 Governing law. This Agreement is governed by the laws of Jalisco, Mexico, and any dispute will be resolved exclusively in the competent courts of Puerto Vallarta, Jalisco.

14.2 Language. The Spanish-language version of this Agreement is the legally binding agreement recognized in Mexico. For all legal purposes and for interpretation before any Mexican authority or court, the Spanish version prevails. The English and French versions are provided solely as a courtesy to guests.

14.3 Entire agreement. This Agreement and the Guidebook, which is incorporated into it by reference, are the entire agreement between the Guest and the Host. Guests agree to follow the Guidebook's current policies, schedules, service terms, and fees. If the Guidebook and this Agreement differ on a legal term, this Agreement governs. No verbal promise or prior communication changes these terms.

14.4 Notices. The Host may give notices under this Agreement, including notices of damage or charges, by email to the address on the booking or through the booking platform's messaging, and notices sent that way are considered received.

14.5 Severability. If any provision of this Agreement is found unenforceable, the remaining provisions stay in full effect.

14.6 No waiver. The Host's failure to enforce any term on one occasion does not waive that term or any other.

Villa Amistad

"The Villa of Friendship"

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