

RULES OF COEXISTENCE FOR GUESTS

Welcome to Papagayo Golden Palms! In hopes of making your stay more pleasant and comfortable we want to raise awareness of these important aspects to take into consideration.

All guests must abide the basic rules of respect and social coexistence towards others.

Papagayo Golden Palms reserves the right of stay for its guests, who must respect the rules contained in this normative.

- The guest has the inescapable obligation to register upon arrival at the hotel and to register their departure once their reservation is complete, respecting the check-in and check-out times set forth in the reservation policy.
- People other than those registered may not enter the hotel without authorization.
- The guest who vacates his room after 1:00 pm on the day of its departure, without prior notice and without coordinating its delay with reception, must pay an additional night for the duration of its reservation.
- Any valuable items you bring with you should be kept in the safe in your room. The Management is not responsible for the loss of valuables in the room.
- Each guest is responsible for the damages and/or losses caused to himself, to other guests, to workers, or to the equipment and infrastructure of the hotel, being obliged to pay or indemnify accordingly.
- The schedule for use and enjoyment of the pool is from 8:00 AM to 8:00 PM

The following is expressly prohibited:

- Bringing animals into the hotel.
- Cut trees, bushes, and flowers.
- Throw away garbage, wash vehicles and make campfires.
- Making annoying noises and, in general, any act that disturbs or bothers other guests.
- Parking in an unassigned place and traveling at more than 20 km/h inside the hotel.
- Accommodate a greater number of people than correspond to the permitted capacity of each room or the number of people reserved.
- Enter the pool area with food or drinks.
- Carry weapons of any kind.
- Use the equipment installed in the common areas and the equipment installed in your room for purposes other than your service.
- Remove any furniture or element outside the rooms and common spaces.
- Use the towels from the rooms in the pool.
- Smoking in any area of the hotel (rooms, bathrooms, corridors, etc.). The guest must leave the hotel property if it wants to smoke.
- Entering the hotel with visible alcoholic beverages or while intoxicated.
- Receiving visitors of any kind inside the room.
- Enter food inside the room or kitchen equipment.
- Modify, repair, or make any changes to the room. In case of observing any damage, you must notify the front desk.
- Using the electrical current and mechanical equipment installed in your room for purposes other than those for which they are intended, or using electrical or other kind of devices that may cause a fire.

Executing any act that causes damage or harm to the hotel or other guests, or is contrary to decorum or social behavior. The hotel reserves the right to terminate the lodging service, when the aforementioned prohibitions are violated, waiving the right for the guest to any deduction in their bill for the lodging or services received, the guest who causes these harms is also obliged to pay a compensation for the damages and/or losses caused by their actions.