

POLICIES AND RULES OF RESERVATION AND CANCELLATIONS

Unlike the platforms, once the property is booked directly with Book & Feel at Home, they have up to 30 days before the arrival date to get an 85% refund. After 30 days, no refunds will be made unless the guest presents evidence of a medical or personal emergency.

Deposit - for vacation reservations of less than 20 days, a charge of 50% of the total amount of the rent is made, to be returned up to 10 days after the end of your stay, to cover any damage, or missing in the inventory established in the Annex to this contract. (** for this return it would be better to just hold the card to only release the hold when everything is rectified that is under control after checking out).

For reservations of 30 days or more, the amount of the month is collected in advance, in addition to a month of cash deposit, of which, an electricity charge will be made for that established period of stay, to cover any shortage or damage, and the refund of the difference.

Previous cancellations, with medical justification or that endorse a situation or emergency for it, a refund of 75% will be made before 7 days, 65% prior to 24 hours of arrival and 0% once the guest is in House.

Cancelations and Changes in Reservations: Cancelations must be done 31 or more days before scheduled arrival to receive a refund of your payment. With less than 30 days' notice, you will forfeit the total amount of the reservation unless the Property is re-rented for the entire length of the stay at the total price. If a "no-show," you will forfeit the total amount of the reservation. We do not give credit for early departures or inclement weather. If a change in reservation is requested, B&FAH will make a reasonable effort to accommodate the change.

Privacy Policy

Effective date: 10/10/2021

www.booknfeelathome.com (“us”, “we”, or “our”) operates the www.booknfeelathome.com website (the “Service”).

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data. This Privacy Policy for www.booknfeelathome.com is powered by FreePrivacyPolicy.com.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from www.boonfeelathome.com

Information Collection and Use

We collect several different types of information for various purposes to provide and improve our Service to you.

Types of Data Collected

Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you (“Personal Data”). Personally identifiable information may include, but is not limited to:

- **Email address**
- **First name and last name**
- **Phone number**
- **Address, State, Province, ZIP/Postal code, City**
- **Cookies and Usage Data**

Usage Data

We may also collect information how the Service is accessed and used (“Usage Data”). This Usage Data may include information such as your computer’s Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device.

Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- Session Cookies. We use Session Cookies to operate our Service.
- Preference Cookies. We use Preference Cookies to remember your preferences and various settings.
- Security Cookies. We use Security Cookies for security purposes.
- Use of Data

www.booknfeelathome.com uses the collected data for various purposes:

- To provide and maintain the Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer care and support

To provide analysis or valuable information so that we can improve the Service

- To monitor the usage of the Service
- To detect, prevent and address technical issues
- Transfer Of Data

Your information, including Personal Data, may be transferred to – and maintained on – computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside Mexico and choose to provide information to us, please note that we transfer the data, including Personal Data, to Mexico and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

www.booknfeelathome.com will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

Disclosure Of Data

Legal Requirements

www.booknfeelathome.com may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of www.homingbirdrental.com
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability
- Security Of Data

The security of your data is important to us but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Service Providers

We may employ third party companies and individuals to facilitate our Service (“Service Providers”), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy?hl=en>

Links To Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Children's Privacy

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Children has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By email: info@booknfeeathome.com

Guest Confirmation Agreement

(Terms and Conditions)

1. **Check-In:** Begins at 4:00 p.m. on the arrival date at your booked stay. Contact your concierge at least 48 hours before arrival outside these set hours so our team can make arrangements under availability.
2. **Checkout Time:** Checkout is no later than 10:00 a.m. on the departure date.
3. **Electricity Deposit:** Book & Feel at Home requires a "Electricity Deposit" along with the payment of your stay. The Electricity Deposit is payable immediately during the reservation Check in and will be returned between seven business days after your departure. B&FAH charges electricity as extra for stays of more than 30 days.
4. **Notification:** Properties not equipped for the elderly or handicapped. Guest assumes the entire risk of injuries arising from the use of the Property.
5. **Occupancy:** Your confirmation letter or reservation summary describes the maximum number of occupants allowed, including children over the age of 2. Not following this condition is grounds for immediate reservation revocation and asking to leave the Property without refund. The Reservation Guest is the person who will occupy the Property. Parents may not book Properties for their children. The Reservation Guest must be present at the Property for the reservation and take full responsibility for the Property. Small children are the responsibility of the Reservation Guest. Children should not roam free on balconies; climb on furniture; hang out of windows or engage in other unsupervised activities. Some units do not fit children under certain ages due to expensive and delicate furnishings and balconies with wide openings on the guard rail. Use it at your own risk. Reservation Guest takes full responsibility for all lost or broken items and any damages to the property of any kind.
6. **Restrictions on Property Use:** Reservation Guests should not be part of any unlawful activity or any other activity that constitutes a nuisance. Violation of this provision will result in immediate eviction without refund, and Reservation Guest will be held liable for any damages to the Property, contents, and grounds. Contractual Agreement with Owner requires B&FAH only to rent to legally and financially responsible persons over 25. No parties in any property managed by B&FAH Violators will be removed from the Property immediately and prosecuted for damages and losses.
7. **Pets:** No Pets are allowed on the Property at any time without the prior written consent of B&FAH Violation of the "no pets" stipulation is grounds for immediate removal without refund.
8. **Smoking Prohibited:** All properties are nonsmoking properties, and any form of smoking is not allowed inside the properties. Violation will be penalized with the payment of the special cleaning service and may also lose all the "electricity deposit".
9. **Personal Property Loss:** Reservation Guests are solely responsible for personal property left in or about the Property. B&FAH shall not be held liable under any circumstances for any damages to or loss of property, theft, vandalism, or the use of or injury of any kind.

10. Cancellations and Changes in Reservations: Cancellations must be done 31 or more days before scheduled arrival to receive a refund of your payment. With less than 30 days' notice, you will forfeit the total amount of the reservation unless the Property is re-rented for the entire length of the stay at the total price. If a "no-show," you will forfeit the total amount of the reservation. We do not give credit for early departures or inclement weather. If a change in reservation is requested, B&FAH will make a reasonable effort to accommodate the change.

11. Property Use: The Property may not be used for any activity in violation of local, state, or federal laws.

12. Attorney's Fees: If B&FAH or Owner consults legal counsel or professional collection service for collecting any amounts due to B&FAH or Owner under this Agreement. Reservation Guest shall be responsible for all costs of litigation and collection in case of such, including actual attorney's fees.

13. Limitations on Rental: Reservation Guest and B&FAH agree that in case of double booking or occupancy by Owner, Reservation Guest will be ONLY entitled to a full refund of all monies previously tendered by Reservation Guest. If B&FAH can relocate Reservation Guest and Reservation Guest agrees to pay the difference in the rental amount, Reservation Guest should accept alternative accommodations. Reservation Guest expressly acknowledges that in no event will B&FAH be held liable for any other condition out of the control of B&FAH or the Owner, or any incidental or consequential damages, including but not limited to, expenses that result from moving or for any other losses.

14. Tenancy: The Reservation Guest acknowledges that this is NOT a tenancy for the Property. The Property is not rented for more than 30 days and is taxed and treated as a transient occupancy, akin to hotel accommodations. Property laws do not apply to the license granted herein, and the Reservation Guest may be removed as a trespasser immediately upon termination of the reservation length. The Property is rented on regular short-term periods and for a significantly higher rate than a non-vacation rental. Often a Reservation Guest is scheduled to begin a vacation in the Property on the same day as the checkout day of another prior Reservation Guest. If Reservation Guest stays even one additional day, B&FAH faces significant logistical problems with the next Reservation Guest, including possible liability. As such, Reservation Guest agrees to vacate immediately on the checkout day, no later than 11:00 a.m. Failure to do so will entitle B&FAH in addition to all other remedies available to it: Have Reservation Guest be removed by Private Service enforcement as a trespasser and to physically dismiss Reservation Guest and all of Reservation Guest's possessions from the Property, for which Reservation Guest at the moment of pay any money to B&FAH grants permission and consent.

15. Indemnification: Reservation Guest agrees to release B&FAH and Owner from and against all liability should anyone be injured upon the premises during the term of occupancy, resulting from any cause whatsoever, except in the case of personal injury caused by willful gross negligence on the part of the Owner or B&FAH.

16. Construction: B&FAH does NOT issue refunds nor be held responsible for failure to disclose information regarding construction outside the property boundaries.

17. Weather: B&FAH does NOT issue refunds nor be held responsible for weather clemencies as rain, wind, storms, hurricane etc.

18. External Services: B&FAH does NOT issue refunds nor be held responsible for power outage, internet outage or any external services.

19. Effective Date: Notwithstanding anything contrary, this Occupancy Agreement is binding and effective when no signature is required, and the Reservation Guest's reservation of the unit expresses Reservation Guest's affirmative assent to the terms.

20. Entire Agreement: This Agreement sets forth the parties' entire understanding and replaces all prior agreements or understandings, whether written or oral, concerning the subject matter hereof. No amendment or modification hereto shall be binding unless made in writing and signed by the parties hereto.

21. Waiver: The waiver by either party hereto of a breach of any term or provision of this Agreement shall not operate or be construed as a waiver of a subsequent breach of the same condition by any party or of the breach of any other term or provisions of this Agreement.