

cancellation and refund policy

Reservations and Deposit:

A deposit of one half of the rental amount is required to confirm a reservation. Payment by check or wire is required within 5 days of verbal confirmation of your reservation or the reservation will be cancelled without further notice to you. All holiday reservations require payment in full to confirm. The balance of the rental amount and the security deposit is due in full 60 days before your arrival date.

Security Deposit:

Casa Rosa is our home and we know that you will treat it with respect and care. However, we do require a \$500 USD Security Deposit which will be returned to you one week after your departure, provided nothing is missing, damaged or requires more than a normal clean-up. In the case of accidental breakage or damages that are beyond "normal wear and tear" that is, the costs of repair exceed \$100 USD, the amount of the repair will be deducted from the security deposit. If damage exceeds the \$500 USD security deposit, you are liable for the repair or replacement of the item, including labor for the replacement and/or shipping charges

Cancellation Policy:

A cancellation is effective on the date written notice is received by fax to (510) 528-2886 or e-mail to sloane@casarosa.cc. The following fees will apply to cancellations:

Cancellation prior to 60 days from arrival date will result in the forfeiture of your deposit, that is 50% of the rental amount. Cancellation less than 30 days prior to arrival date will result in the forfeiture of 100% of the rental amount. Cancellation for any holiday reservation (Christmas, New Year's, President's Week, Easter, and Thanksgiving weeks) will result in the forfeit of 100% of the rental amount.

We will use our best efforts to rebook the applicable dates. However, given that flights to Mexico are often booked months in advance, please understand that it is difficult to book cancelled dates, especially at peak season.

Travel Insurance:

We highly recommend you purchase travel and medical insurance for your trip which will cover mandatory hurricane evacuations and all other natural disasters. The Atlantic Hurricane Season runs from June 1st through November 30th. We will not refund your money in case your trip is cancelled because of a hurricane or other natural disaster. Please take this advice seriously!