

# TERMS AND CONDITIONS

Effective Date: [Insert Date]

Applicable To: All guests booking accommodations with Rory's Home

## 1. Agreement to Terms

By booking and staying at Rory's Home ("Property"), you ("Guest") agree to abide by these Terms and Conditions. Failure to comply may result in penalties, including eviction without a refund.

## 2. Booking & Payment

- Full payment is required at the time of booking unless otherwise specified.
- Any additional fees, such as cleaning fees, security deposits, or service charges, will be clearly outlined in the listing.

## 3. Check-in & Check-out

- Check-in: After 2:00 PM
- Check-out: Before 12:00 PM
- Self-check-in available: Yes (via access code).
- Late check-outs may incur additional charges or may not be possible due to subsequent bookings.

## 4. Cancellation & Refund Policy

Rory's Home follows Airbnb's cancellation policies as specified in each listing.

### Daily & Weekly Stays (2-27 nights):

- Flexible: Full refund if canceled 24+ hours before check-in.
- Moderate: Full refund if canceled 5+ days before check-in; 50% refund for cancellations later.
- Strict: Full refund if canceled 30+ days before check-in; 50% refund for cancellations 7-30 days before check-in; No refund if canceled within 7 days.
- Non-Refundable: Discounted rate with no refunds.

### Monthly Stays (28+ nights):

- Strict: Full refund if canceled 30+ days before check-in. If canceled later, 100% charge for occupied nights + 30 additional nights.
- Super Strict: Full refund only if canceled within 48 hours of booking & 28+ days before check-in. Otherwise, 100% charge for occupied nights + 30 additional nights.

## **5. Guest Responsibilities & House Rules**

By booking this property, guests agree to:

### **5.1. General Conduct**

- Respect neighbors and maintain noise levels, especially during quiet hours from 10:00 PM - 7:00 AM.
- Follow building regulations and condominium rules.
- Avoid any disruptive or illegal activities.

### **5.2. Property Care & Security**

- Maintain the property in good condition and report any damages immediately.
- Guests are responsible for keeping the apartment secure (e.g., locking doors and windows).
- Any damages caused by the guest must be compensated.

### **5.3. Prohibited Activities**

- No smoking inside the property. Smoking is allowed only in designated areas.
- No pets allowed.
- No parties, gatherings, or events without prior approval.
- No unauthorized modifications to the apartment or shared spaces.

## **6. Liability & Indemnification**

- Host's Liability: Rory's Home is not responsible for injuries, accidents, or loss of personal belongings.
- Guest's Liability: Guests are responsible for any damage caused to the property.
- Guests agree to indemnify and hold Rory's Home harmless from any claims, damages, or legal actions resulting from their stay.

## **7. Security Deposit**

- A security deposit (if applicable) will be processed via Airbnb.
- The deposit covers damages beyond normal wear and tear and will be refunded within 7 days after check-out, pending an inspection.

## **8. Housekeeping & Maintenance**

- The property will be cleaned before check-in.
- Guests must maintain cleanliness and dispose of waste properly.
- Any maintenance issues should be reported immediately.

## **9. Utilities & Wi-Fi**

- Wi-Fi is provided as a free service, but Rory's Home is not responsible for temporary outages.

- Guests must conserve water and electricity (turn off lights, air conditioning, etc., when not in use).

#### **10. Parking (If Applicable)**

- Guests must park only in designated areas.
- Any fines or towing costs due to improper parking are the guest's responsibility.

#### **11. Privacy & Security**

- Outdoor security cameras are installed in the backyard, swimming pool, elevator, and lobby for security purposes.
- No cameras or recording devices are placed inside private spaces.

#### **12. Breach of Terms**

- Violating these terms may result in immediate eviction without a refund.
- Legal action may be taken for damages or failure to comply with these terms.

#### **13. Governing Law & Dispute Resolution**

- These Terms and Conditions are governed by the laws of Vietnam (for rentals in Vietnam) or [insert applicable country/state].
- Any disputes will be resolved through mediation or arbitration before legal action is pursued.

#### **14. Contact Information**

For questions, maintenance requests, or emergencies, contact:

- Host Name: Rory's Home
- Phone Number: +84 94 865 9000
- Email: roryhome@vts.com.vn
- Emergency Services: Dial +84 90 690 9436 for urgent matters.

#### **15. Acceptance of Terms**

By booking this property, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.