

**Services offered to homeowner in Villas de Palermo**

Options for various maintenance plans are set by the Board of Directors of the ETP at the beginning of each fiscal year (July 1 to June 30) based on an annual budget and may be changed from time based on financial performance of the hotel and maintenance costs for the property. For 2016, there are three options available in the community of Villas de Palermo. Each owner chooses the model that best suits their need for rent, discounted maintenance and days of use annually. An owner may change plans at any time with 30 days notice.

**Option 1: Plan of 109 days. Total interior and exterior maintenance****US \$315 is the monthly maintenance fee 2016**

Homeowner use or homeowner rental of the villa for up to 109 nights per year. Because the villa owner offers the hotel operation some rental income from the villa, the maintenance costs are discounted about 70% from actual costs. This plan includes full maintenance, repair and replacement all items inside and outside the villa. Each year there are 10 holiday nights reserved by the hotel operation to rent villas (Easter, Independence Day of Nicaragua and 29-31 December for the New Year's Eve). These nights are available for use by the homeowner's immediate family, but may not be rented privately for income by the homeowner. Most homeowners choose this plan.

water service to villa  
sediment filters in water supply maintained and serviced daily  
electric service to villa  
cable TV service to villa  
septic system  
24 hours security and gated entrance to property  
lush, tropical landscaping maintained around villa and pool area  
bedroom ceiling fan(s)  
WIFI internet service to villa and wireless router inside villa  
daily removal of trash from villa  
ceramic tile floors and showers  
interior and exterior spraying for insects and rodents  
connection for electric dishwasher  
connection for garbage disposal  
access to community pool and use of pool towels  
access to community restaurant and bar  
secure parking  
lighted roads and pathways throughout community  
free hourly transportation to/from San Juan del Sur from 7-6PM  
secure, locking storage for valuables in villa  
evening quiet hours  
on call medical services  
information about local power outages delivered to your villa  
wood treatment outside villa  
weatherproofing of building structure and windows  
concierge service for you and your guests  
instant electric hot water in two bathrooms and kitchen  
bed linens, blankets, pillows and bedspreads  
bath towels, shower curtain and bathmats  
kitchen supplied with full service for 4 people  
shampoo, soap, kitchen dish detergent  
generator power for lights and fans (some villas)  
wood treatment of furniture  
repainting of interior, as needed

replacement of broken glass  
repair and/or replacement of damaged appliances and furniture  
repair and/or replacement of cooling systems  
repair/replacement of plumbing systems and components  
repair/replacement of electrical systems and components  
repair/replacement of one TV and DVD player  
repair/replacement of refrigerator, microwave, coffee maker, range and hood  
replacement of lightbulbs

**available at extra charge:**

cleaning service for homeowner and guests  
filtered water and stand delivered to villa  
twice weekly change of towels and bed linens during stay  
metered electricity charged to homeowner and guests  
discounted laundry service by weight  
room service from restaurant and bar  
on-site chef and event planner for catered events  
concierge and billing service for rentals by homeowner  
in-villa spa services  
airport and local transportation

**Option 2: Plan of 355 Days with partial interior and exterior maintenance****US \$515 is the monthly maintenance fee 2016**

Homeowner use or rental of the villa for up to 355 days a year. This plan is designed for owners who want to use or rent their home frequently and want the most rental income possible each year. This plan offers services similar to the 109 maintenance plan, while the villa is rented by the hotel operation. Neither the owners nor tenants can book Easter, Independence Day of Nicaragua (September 13 - 15) or 29-31 December in the New Year's Eve without paying a rental fee. Some homeowners choose this plan after they have used 109 days in a year.

water service to villa  
sediment filters in water supply maintained and serviced daily  
electric service to villa  
cable TV service to villa  
septic system  
24 hours security and gated entrance to property  
lush, tropical landscaping maintained around villa and pool area  
bedroom ceiling fan(s)  
WIFI internet service to villa and wireless router inside villa  
daily removal of trash from villa  
ceramic tile floors and showers  
interior and exterior spraying for insects and rodents  
connection for electric dishwasher  
connection for garbage disposal  
access to community pool and use of pool towels  
access to community restaurant and bar  
secure parking  
lighted roads and pathways throughout community  
free hourly transportation to/from San Juan del Sur from 7-6PM  
secure, locking storage for valuables in villa  
evening quiet hours  
on call medical services  
information about local power outages delivered to your villa  
wood treatment outside villa  
weatherproofing of building structure and windows  
concierge service for you and your guests  
instant electric hot water in two bathrooms and kitchen  
bed linens, blankets, pillows and bedspreads  
bath towels, shower curtain and bathmats  
kitchen supplied with full service for 4 people  
shampoo, soap, kitchen dish detergent  
generator power for lights and fans (Villas 1-6)

**provided by ETP, only if repair becomes necessary during rental by ETP guest:**

repair of furniture  
replacement of broken glass  
repair and/or replacement of damaged appliances and furniture  
repair and/or replacement of cooling systems and components  
repair/replacement of plumbing systems and components  
repair/replacement of electrical systems and components  
repair/replacement of one TV and DVD player  
repair/replacement of refrigerator, microwave, coffee maker, range and hood  
replacement of lightbulbs  
reupholstering of couch cushions  
replacement of broken or missing kitchen supplies

**available at extra charge:**

cleaning service for homeowner and guests  
filtered water and stand delivered to villa  
twice weekly change of towels and bed linens during stay  
metered electricity charged to homeowner and guests  
discounted laundry service by weight  
room service from restaurant and bar  
on-site chef and event planner for catered events  
concierge and billing service for rentals by homeowner  
in-villa spa services  
airport and local transportation  
wood treatment of furniture

**Option 3: Plan of 365 Days with minimal maintenance****US \$715 is the monthly maintenance fee 2016**

Homeowner use or rental of the villa every day. This is the only plan that allows an owner to customize and redesign the interior of the villa. This plan is designed for residents living in their home throughout the year, who are often owners who choose to do their own maintenance. This plan offers no opportunity for the hotel to rent the house during the peak holiday nights, so the monthly maintenance is priced at the actual cost of services provided. A common upgrade is to add a third bathroom off the kitchen with a small nook where a maid or nanny can sleep.

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bedroom ceiling fan(s)  
WIFI internet service to villa and wireless router inside villa  
daily removal of trash from villa  
ceramic tile floors and showers  
exterior spraying for insects and rodents  
connection for electric dishwasher  
connection for garbage disposal  
access to community pool and use of pool towels  
access to community restaurant and bar  
secure parking  
lighted roads and pathways throughout community  
free hourly transportation to/from San Juan del Sur from 7-6PM  
secure, locking storage for valuables in villa  
evening quiet hours  
on call medical services  
information about local power outages delivered to your villa

**available at extra charge:**

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on-site chef and event planner for catered events  
concierge and billing service for rentals by homeowner  
in-villa spa services  
airport transportation  
wood treatment of furniture  
information to add 3rd bathroom and maid room