

## Terms & Conditions

### Cozy Haven Vacation Homes Rental LLC

Effective Date: 18/09/2025

#### 1. Introduction

Welcome to **Cozy Haven Vacation Homes Rental LLC** ("Cozy Haven," "we," "our," "us"). By accessing or using our website [insert domain name] or booking with us, you agree to these Terms & Conditions. If you do not agree, please stop using the site.

#### 2. Licensing & Compliance

Cozy Haven is licensed by the **Dubai Department of Economy & Tourism (DET/DTCM)** to operate short-term vacation rentals. All stays and bookings must comply with Dubai laws and regulations.

#### 3. Services Provided

We provide licensed short-term rental apartments and additional guest services such as airport transfers, city tours, and event planning. Availability, pricing, and features may change without prior notice.

#### 4. Bookings & Payments

- Guests must be **18+ years old** to book.
- All bookings require valid details and **passport/Emirates ID copies** for DTCM registration.
- Payments are made in AED (United Arab Emirates Dirhams) through accepted channels.
- Cozy Haven is not responsible for payment gateway issues or third-party processing errors.

#### 5. Cancellations & Refunds

- Policies vary depending on the property and booking platform (Airbnb, Booking.com, or direct booking).
- Refunds are subject to the cancellation terms agreed upon during booking.

#### 6. Check-in & Check-out

- **Check-in:** 3:00 PM – 10:00 PM (late arrivals must be pre-approved).
- **Check-out:** 11:00 AM. Late check-out without approval incurs AED 1,000.
- Guests must confirm the apartment is locked upon departure.

#### 7. Guest Responsibilities

- No smoking indoors (AED 2,000 penalty).
- Lost keys or access cards incur AED 300 replacement fee.
- Guests are liable for property damages during their stay.
- Parties, commercial filming, or sub-leasing are not allowed.
- Guests must follow **house rules, building regulations, and UAE laws**.

## 8. Prohibited Use

Guests must not:

- Use the property for illegal activities.
- Misuse Wi-Fi or technology in violation of **UAE Cybercrime Law**.
- Cause disturbances or engage in behavior that may result in complaints.

## 9. Limitation of Liability

Cozy Haven is not liable for:

- Loss or theft of belongings.
- Accidents, injuries, or medical emergencies.
- Service outages (Wi-Fi, electricity, water, A/C).
- Disturbances outside the property (noise, construction).
- Third-party services (taxis, transfers, tours, decorations).

Guests are encouraged to purchase **travel insurance**.

## 10. Intellectual Property

All content on this website (logos, photos, text, brochures, branding) belongs to Cozy Haven or licensors. Unauthorized copying, reproduction, or modification is prohibited.

## 11. Privacy

Your use of the site and services is subject to our **Privacy Policy**, which explains how we collect and protect personal data.

## 12. Governing Law

These Terms are governed by the laws of the **United Arab Emirates**. The **courts of Dubai** shall have exclusive jurisdiction.

## 13. Updates

We may update these Terms from time to time. Changes are effective immediately upon posting.

## 14. Contact Us

**Cozy Haven Vacation Homes Rental LLC,**

Email : [info@cozyhaven.com](mailto:info@cozyhaven.com)

+971 56 548 6002

+971 56 6245985

---