

Hi Justin!

We were so happy to host you, and I thought it would be a good experience since you had good reviews and seemed to be communicative with me.

When I communicated with you, I was clear that you have read Cape Cod Rules, and I sent this link <https://www.capecodvilla.com/welcome-info> (same rules on our Listing on Airbnb). On February 17th, you confirmed and agreed with our norms.

In our **assessment** of your stay, you and your group broke almost every rule.

**Guests that are not on the reservation can't sleep in the Villa**

My first alert was that you have more guests than the ones registered. You list eight guests, and 12 arrived in three cars on Saturday at 6:15 p.m. The same three vehicles and 12 people left the Villa on Sunday at 3:00 p.m. (see the attached photos with the date and time). We reviewed the camera (disclosed in our Listing) and saw that you exceeded the number of guests.

When I asked you about this situation, you mentioned that they didn't sleep in the Villa, but in the recording, nobody left the house after your arrival.

Usually, we only accept up to 8 guests and sometimes up to 10. Twelve exceed the number of guests allowed at the Villa. The same fee applies up to 8, and after we have a charge of \$60 per guest per night to offset the additional costs associated with hosting more guests).

See the attached pictures taken from the recording cameras.

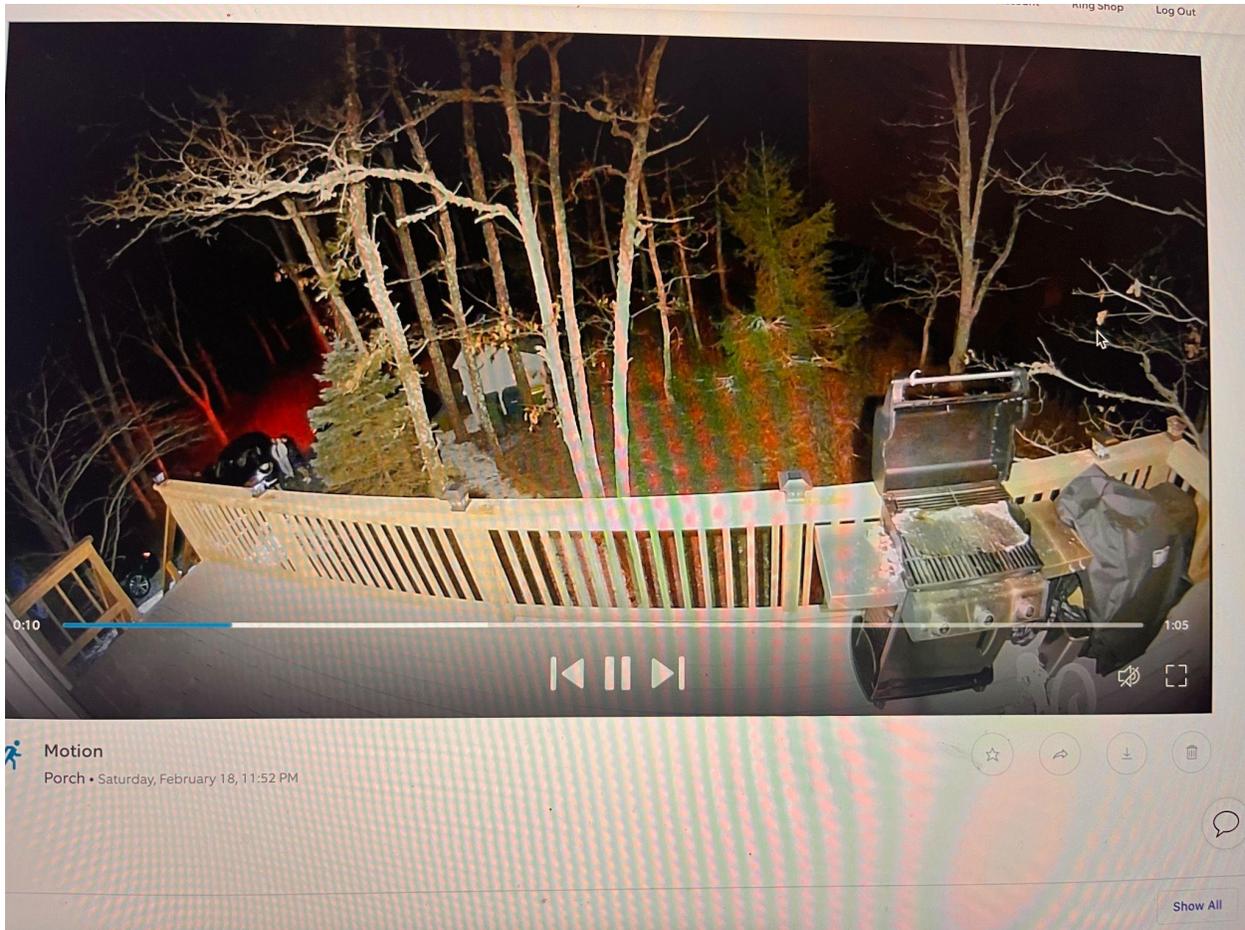
**Additional charges for extra guests: \$240**

<https://www.capecodvilla.com/extragaest-justin>

**Grill was left open with food residues.**

Our cameras show that you used the grill at night, which was left open. See the attached pictures taken from the recording cameras.

No fine for this broken rule will apply.



**Smoking inside the Villa, including e-cigarettes or vaping**

We found the smoking device inside the house under Gamboa's room bed.

See the attached picture.

The fine of this rule will be part of the extra cleaning (see information below)



**No parties** / Complaints from neighbors:

I called you in the night because our neighbors reported the loudness. The number of people inside the house, the trash found all around the living room, and the noise and volume of the guests indicated that a party was going on. Our quiet time is at 10:00 p.m.



### **Eating in the bedrooms**

We found in two of the four bedrooms food residuals.

The fine of this rule will be part of the extra cleaning (see information below)

The fine of this rule will be part of the extra cleaning (see information below)

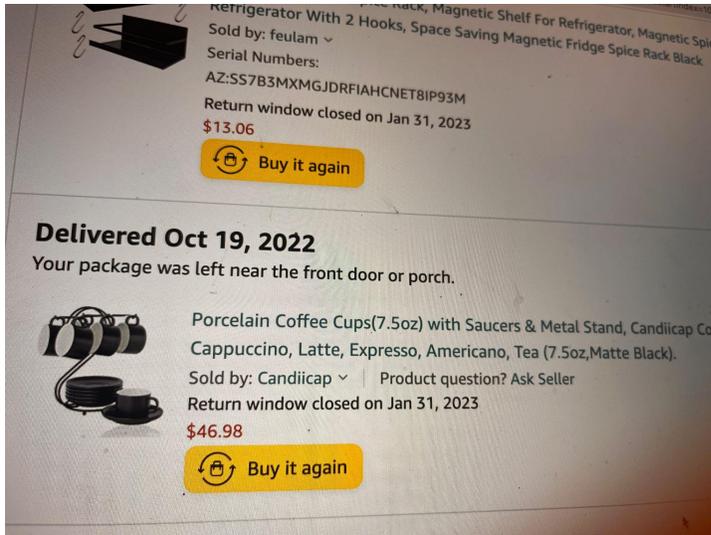
### **None of the Checkout procedures were accomplished:**

<https://www.capecodvilla.com/copy-of-extra-cleaning>

When you asked me for a late checkout, I granted you one and extended it to 2:00 p.m. (a reference to our text messages with attached screenshots). I had to call you, and the cleaning crew had to wait until 3:00 p.m. I insisted that you have to follow the checkout guidelines.

You and your group didn't follow the checkout procedures and extended the checkout time limit; on top of that, the Villa was with trash all around and lots of damage.

1. The kitchen sink was clogged. I have to call the plumber (see attached receipt) \$180
2. **Even the dishwasher** is designed to clean dishes; however, it's not designed to handle substantial **food** waste. We have to call the maintenance department to unload the dishwasher and do an intensive cleaning on the bottom of the appliance. (see photos) (\$120)
3. Since the sink and the kitchen had plates piled up, we found two broken coffee cups. The cups are part of the set we purchased on Oct 2022 at Amazon, and they don't sell the cup apart from the unit. We have to repurchase it because it is part of our coffee bar (see the attached picture of the coffee bar and the broken cup) \$46.98



4. The fireplace in the living room and the Split AC unit in San Rafael's bedrooms were on as part of the checkout list and the rules described on the Listing; everything must be turned off for safety and costs—usage of utilities: The Total Occupancy Rate assumes and includes reasonable utility use. Your Kilowatt consumption allowance is 155 KWH a day, and anything over this amount will be billed to the guests at 0.17 cents per KWH. AC - HEATING: Your gas Therm consumption allowance is 20 Therms daily. Additional charges will be assessed for excessive usage at the daily allowance rate of \$2.00 per Therm to cover the extra gas usage. \$100
5. Additional cleaning: the cleaning crew needed to do their job the day of your checkout. You left one hour after, and they found the place in conditions that were not acceptable. Cleaning the stains on the carpet, collecting trash around the Villa, food in the bedrooms, grill left open and dirty, dining table found with scratches, waste from bathrooms scratched floors, additional cleaning for the bedcovers. (two other cleaning - total \$520
6. Misused Airfryer resulted in permanent damage. Since it was so much food and used of oils on the unit, the air fryer is not working after your use. See attached picture. \$119



Mini  
the...

Instant Vortex Plus 10-Quart Air  
Fryer, From the Makers of Instant...

4.6 ★★★★★ (58,982)

\$119<sup>95</sup> ~~\$149.99~~

✓prime One-Day

FREE delivery Tomorrow, Feb 24

More Buying Choices

\$68.45 (18 used & new offers)

Total charges:

**Additional Guests \$240**

Plumber services for clogged sink: \$180

Dishwasher Maintenance \$120

Cup set replacement \$46.98

Fireplace and AC overused \$100

Additional cleaning \$520

Airfryer \$119

Total: 1325.98