



roomtax.prtourism.com **TERMS AND CONDITIONS**

This access agreement establishes the terms and conditions that prevail when you use the roomtax.prtourism.com service. You agree and accept that you have revised and accepted the terms of this agreement and that the use of the roomtax.prtourism.com service constitutes that you have accepted the terms and conditions established hereon. You also agree to comply with the terms and conditions of all agreements subscribed by you in any other disclosure related to your account. You commit to adequately maintain and use your account with the Puerto Rico Tourism Company (PRTC).

For the purpose of this agreement the term “you” and “your” will refer to the hotelier who is the user of the roomtax.prtourism.com service. PRTC, Us and Our will refer to the Puerto Rico Tourism Company. The term working days means Monday thru Friday, except holidays and/or other days granted by the government.

A. Description of roomtax.prtourism.com

Roomtax.prtourism.com is an electronic service which allows you to file the Room Tax Monthly Declaration and also make the corresponding payment through Internet using your personal computer.

B. Requirements for the use of roomtax.prtourism.com

In order to be able to use the roomtax.prtourism.com service you must be registered in the Room Tax Division of the PRTC and must have the Hotel Identification Number. You must have filled out the Application to File the Room Tax Monthly Application online in the Room Tax Division. Once your Application has been evaluated you will be assigned a **user name** and initial **password**.

You must take the necessary security measures in order to protect your “password” and avoid unauthorized access to your account. These access keys may not be transferred, loaned or revealed to any other party. The PRTC does not have the duty, or express, or implied obligation to investigate or verify if the use of the roomtax.prtourism.com, or the access to it is carried out by a person authorized by you, or according to the safety measures adopted by your hotel.



The specifications related to the equipment are the following:

- You must have a MODEM
- Access to Internet Service by a provider of your choice.
- The navigator (browser) that you use must be compatible with Microsoft Internet Explorer, Version 4.0, or more.

You must be sure that your equipment is compatible with the specifications aforementioned. You will be responsible for all the costs and expenses related to the installation, use and maintenance of your equipment, telephone lines and your Internet Service.

C. Services available through roomtax.prtourism.com

You may file your Room Tax Monthly Application and make corresponding payment through the roomtax.prtourism.com service.

The only payments accepted are through the Popular Bank (Banco Popular) ATM (ATH) or Checking Accounts (ACH) of any banking Institution. For payments with Popular Bank ATM, your computer must have the JAVA Program installed. If you do not have this program you may obtain it by accessing the following electronic address: <http://www.java.com/en/download/index.jsp>

PRTC, may, from time to time, add, amend or eliminate any of the services presently offered in roomtax.prtourism.com. They may also update this agreement to advice of any change.

D. Access to roomtax.prtourism.com

You may access roomtax.prtourism.com seven days a week, 24 hours a day. You accept and are in agreement that the availability and ability of the PRTC to provide access to roomtax.prtourism.com depend, among other things, of the continued operation and availability of our computer system and the communication with the processing line. Also, of your Internet Service provider, navigator "browser", personal computer, equipment and the electric and telephone lines, or both.

This service may be eliminated or suspended if it is found that in the utilization of it there is a pattern of three or more transactions rejected; there it be for bad use of said, or at the time the payment was processed your bank account did not have sufficient funds to backup the payment for the monthly Room Tax.



If the access to roomtax.prtourism.com is temporarily interrupted for any reason, the PRTC will not be responsible for said interruption, and if that were the case, you must make your payment at any Popular Bank Branch, in the Room Tax Division, or you may send it by mail to the following address:

**Puerto Rico Tourism Company
PO Box 70355
San Juan, PR 00936**

At the other side of the envelope you must write or type: Payment Processing-Code 650

You are in accord and accept that the services rendered at the Popular Bank Branches as well as the Room Tax Division are offered within the work schedules designated.

Transactions made at roomtax.prtourism.com before 3:30 PM of any working day will be processed the same day. The ones made after that time, Saturdays, Sundays or holidays will be processed the following working day.

E. Service Charges

At present, access to roomtax.prtourism.com is not subject to any charge. Nonetheless, you will be responsible to telephone charges related to the service connection, for the payment of you Internet provider and any other charges related to the your computer.

F. Confidentiality

The Puerto Rico Tourism Company does reveal information regarding your account to any party, except our employees, according to the Law. Nonetheless, we may reveal information to third parties under the following circumstances:

- When you authorize it.
- When requested by the Law
- To Comply with an Administrative or Judicial Order