



<https://roomtax.tourism.pr.gov>

## TERMS & CONDITIONS

This access agreement sets forth the terms and conditions that prevail in the use of the <https://roomtax.tourism.pr.gov> service . You agree that you have reviewed and accepted the terms of this agreement and that your use of <https://roomtax.tourism.pr.gov> constitutes acceptance of the terms and conditions set forth below. In addition, you agree to abide by the terms and conditions of all agreements entered by you in any other disclosures related to your account. You agree to maintain and properly use your account with the Tourism Company.

For purposes of this agreement, the term "you" and "you" shall refer to the hotelier who is the user of the <https://roomtax.tourism.pr.gov> service. PRTC, "us" or "our" shall refer to the Puerto Rico Tourism Company. The term working days means Monday through Friday, except holidays and/or granted days.

### 1. Description of <https://roomtax.tourism.pr.gov>

<https://roomtax.tourism.pr.gov> is an electronic service that allows you to access the online filing service of your monthly tax return on the occupancy fee and make the corresponding payment through the use of the Internet using your personal computer.

### 2. Requirements for the use of <https://roomtax.tourism.pr.gov>

In order to use the <https://roomtax.tourism.pr.gov> service , you must be registered with the Hospitality Tax Division of the PRTC and have obtained your hotelier identification number. With this information you will be able to start your process to register in the application and create your username and password. When creating your credentials, you will need to follow the instructions included in the application. You shall take appropriate security measures to protect your password and prevent unauthorized access to your account. CTPR has no express or implied obligation to investigate or verify whether the use or access is being used by personnel authorized by you in accordance with the security measures adopted by your accommodation.

The specifications related to the equipment are as follows:

- Access to Internet service through a provider of your choice.
- It is recommended that the browser you use is compatible with Google Chrome 124.0.6367.202 or Microsoft Edge 124.0.2478.97.



You should ensure that your equipment is compatible with the specifications listed above. You will be responsible for all costs and expenses related to the installation, use, and maintenance of your equipment, telephone lines, and your Internet access service.

3. **Services available through <https://roomtax.tourism.pr.gov>**

Through <https://roomtax.tourism.pr.gov> you will be able to file your current monthly declaration on the Room Occupancy Fee online and make the corresponding payment. You may also file returns from previous periods, as well as amendments from previously filed periods.

Other services included include making payments on other debts and applying for negative debt certification.

The PRTC may, from time to time, add, amend or remove any of the services currently offered in <https://roomtax.tourism.pr.gov>. PRTC may update this terms and conditions agreement to inform you of any changes.

4. **Acceso a [roomtax.prtourism.pr.gov](https://roomtax.prtourism.pr.gov)**

You will be able to access <https://roomtax.tourism.pr.gov> seven days a week, 24 hours a day. You acknowledge and agree that PRTC's availability and ability to provide access to <https://roomtax.tourism.pr.gov> depends, among other things, on the continued operation and availability of our computer system and processing line communication. Also from your Internet service provider, your browser, your personal computer, your computer, your power, and phone lines, or both.

If access to <https://roomtax.tourism.pr.gov> is temporarily interrupted for any reason, PRTC will not be responsible for such interruption and in such cases, you must make your transaction at the Room Tax Division or mail it to the following address:

Puerto Rico Tourism Company  
Room Tax Division  
PO Box 9024000  
San Juan, PR 00902-4000

You agree that services at the Office of the Division of Lodging Taxes will be rendered within the hours of service designated for the same.

All transactions made through the <https://roomtax.tourism.pr.gov> before 3:00 p.m. on business days will be processed the next business day. Transactions made after the above time, or Saturday, Sunday or holidays, will be processed later.



## 5. **Service Charges**

At present, access to the <https://roomtax.tourism.pr.gov> service is not subject to any charge. However, you will be responsible for telephone charges related to connection service, for your Internet service provider's charges, and any other charges related to your computer equipment.

## 6. **Confidentiality**

We, at the Puerto Rico Tourism Company are not supposed to disclose specific information from your account to anyone except our employees in accordance with the law. However, we may disclose information to third parties under the following circumstances:

1. When authorized by you
2. When required by law
3. To comply with an administrative or court order