

## REGULATION

### **Booking:**

The booking is always on-line. You can book directly with us, through our e-mail, or in any platform in which we have availability.

Booking with us, to guarantee your stay, the payment of 30% of the value of the stay is needed. After the payment, a receipt or proof must be sent to our e-mail - only with it can we identify correctly the corresponding payment.

After we receive the booking value, we confirm your reservation (via e-mail).

The remaining value of the stay is to be paid before or upon check-in.

We accept payments by bank transfer, cash or debit/credit card (for payments on site). All expenses for any transactions are to be paid by the client.

Booking through other platforms the payment rules are as stated in each one.

### **Price and length of the stay:**

For reservations with us, the price of the stay is according to our price list, published in our website. The value of the stay depends on the number of nights, number of guests and season of the year.

Prices presented may change, without any notice, until the reservation is confirmed.

When booking through a platform the price is as presented there.

The minimum length of the stay is 4 nights.

### **Cancelations:**

For cancelations 30 or more days before arrival we return 80% of the paid value to book the house.

Cancelations between 30 and 15 days before arrival have a cost of the previously paid value.

Cancelations with less than 15 days before arrival, the total cost of the stay will be charged.

All expenses for any refund are to be paid by the client.

### **Changes to the length of the stay:**

Extending a stay is allowed in case we have availability, at the same cost as the previous nights booked.

Reducing the length of the stay, with more than 30 days before the first canceled night, 80% of the value paid for those nights will be refunded. The shorter stay will have a new calculated price (as shorter lengths may result in a higher price per night, according to our price list).

Reducing the length of the stay between 30 to 15 days from the first canceled night, the booking value already paid (30% of their cost) is not refunded. The shorter stay will have a new calculated price (as shorter lengths may result in a higher price per night, according to our price list).

Reducing the length of the stay less than 15 days from the first canceled night, the total price for these nights will be charged.

All expenses for any refund are to be paid by the client.

### **Number of guests:**

The number of guests that can be in the apartment cannot exceed its limit.

Unless previously agreed, it is strictly forbidden any change of guests during the stay. The guests of the stay are the guests present at check-in.

Visitors (that do not sleep over) may be allowed with previous notice.

Visitors that sleep over are considered extra guests. They are allowed (if the capacity of the house is not exceeded). An additional fee per guest and per night is charged, according to our price list. Extra guests have a minimum stay of 4 consecutive nights. Extra guests must be communicated at least 5 days before their arrival. Upon arrival, just like all other guests, a valid ID must be presented.

Reduction of the number of extra guests is allowed, with no cost, if communicated before their arrival. Reduction of nights of an extra guest is allowed with no cost, if communicated 5 days before the first night canceled. Their stay must still obey to the minimum length (4 consecutive nights).

### **Check-in and check-out:**

Check-ins are between 16:00 and 18:00. We may allow for early check-in if possible, when requested.

Check-out limit is 11:00. We may allow for late check-out if possible, when requested.

Check-ins fees:

- 30 € from 18:00 to 00:00;
- 45 € from 00:01 to 08:30.

Upon check-in all guests must present a valid identification (ID or Passport preferably). It is mandatory that we report all our guests to the immigrations services (SEF - Serviço de Estrangeiros e Fronteiras). In case any guest refuses to present a valid ID the reservation is immediately cancelled. The cancelation processed according to our cancelation policy.

At check-in, whenever wanted, we will explain briefly the apartment, its equipments and the neighborhood. Any questions that come up, at check-in or during the stay, feel free to address us. We are always available to help, explain or clarify anything you may need.

### **Cleaning and maintenance:**

The apartment is handed clean and in a good shape at check-in, as well as all its equipment. Please, enjoy the house and treat it with care too.

In case there's any need for assistance/maintenance during your stay, please, contact us as soon as possible. The guests cannot make any maintenance to the house or its equipments without our consent. This includes: light bulb replacements, battery replacement for remotes, clogged drains, rug or couch deep cleaning, wall cleaning, etc.

We, or specialized technicians we may hire, will evaluate and execute the needed maintenance.

Any maintenance, replacement, or damaged equipment, considered to be the result of misuse, may be charged to the guest.

It is not included any cleaning during your stay. If wanted, we can provide this service, with the desired frequency. This service must be requested at least 5 days before. The value of this service is according to our price list, and will be added to cost of your stay. This service is paid at the end of the stay (for stays with less than 30 nights) or monthly (longer stays).

It is included in your stay, unless stated otherwise, a weekly set of clean clothes, for stays of more than 8 nights. We hand a clean set per person (sheets, pillows and towels), and receive the used ones. If wanted, we can make the beds with the clean sheets - the cost of this service is published in our price list.

At check-out the house must be in a good cleaning and hygienic state. Otherwise, cleaning fees may be charged.

Please, take out the trash and do the dishes.

It is included in your stay the end of stay cleaning.

### **Behaviour:**

Guests are responsible for the behavior of all people that are with them. It is strictly forbidden any illegal activity or any activity that may have public health risks.

Our houses are located in residential areas, with neighbors that must be respected. Guests should be aware that activities that bother the neighbors or that result in any complains may result in the immediate cancelation of the stay.

By law, the period of silence is between 22:00 and 08:00. Breaking this law may result in fines (200,00 € - 2.000,00 €), charged by law enforcement agents to the guest responsible for the noise.

It is not allowed to smoke in our houses - they all have outside areas where you may smoke. We have ashtrays available, if requested. Please, don't throw any cigarettes or buds in our toilets or in garbage bins inside the house.

Pets are not allowed in our houses.

### **Responsibilities:**

Descriptions and pictures of the apartments can be slightly different from what the guest encounters at arrival as some decoration changes may occur. Therefore, we cannot be held responsible for some small mistakes regarding the contents and descriptions of the apartments.

We do not take responsibility for any expenses that occur as a result of inadequate usage of the apartment. This includes damages, thefts, criminal behavior, misuse of equipments by unsupervised children, elderly or handicapped people. This also includes any problems regarding the water, gas, electricity or internet supply.

Guest should be especially careful when dealing with gas powered equipments. When leaving the apartment for the day or at the end of your stay you should check that these devices are safely turned off.

The apartments are for non permanent rental only, for short periods of time and of transitory nature, according to the Portuguese Civil Law.

The apartments are properly registered as Local Accommodation Units (Alojamento Local - AL) at Turismo de Portugal.