



## **Booking Terms & Conditions**

**DEPOSIT AND PAYMENT:** Once you make your reservation you must make a payment of 30% of the total amount by bank transfer or credit card. The remaining payment will be made upon check-in. Please review your reservation and all the information, including check in and check out dates.

**CANCELLATION:** Refundable Rates - Because of the size of our company, last minute cancellations are of great negative impact for us, as a result, our guests are obliged to respect a cancellation policy stricter and less friendly. There are no fees for cancellations made 60 days before arrival, 30 days prior to arrival Guest will be charged 50 % of the total of the booking, after 30 days, the total amount of the booking will be charged. We appreciate your understanding in advance. Non Refundable Rates - No refund from the moment the reservation is made.

**PRICES:** Prices, terms and fees are subject to change without notice. We reserve the right to move the Guest up to 30 days in advance to a comparable property or refund the amount paid to the Guest.

**PAYMENT TERMS:** Credit Cards and Bank Transfer accepted

**CREDIT CARD PRE-AUTHORIZATION OR CASH DEPOSIT:** will be charged upon check-in. The pre-authorization/security deposit amount is EUR 150, this amount is refunded or released upon check out if in cash and after the check out if by credit card. Guest understands and consents to the use of the credit card provided without the original signature of the charge slip and that this credit card authorization can not be revoked and will not end until 90 days after the rent is unoccupied in case any damages occur during their stay. Additional charges may include: satellite TV unauthorized charges long-distance; request for extras such as coffee, port wine; toilet and kitchen paper. Excessive cleaning rates; damage beyond normal wear and not returned keys.

**EXTRA BEDS:** Children sleeping in baby cots or in the parents bed up to 4 years old stay for free.

Maximum bed capacity per apartment: 2 baby cots.

**CHECK IN / OUT:** The rental period begins at 16:00 on the day of arrival and ends at 10:30 on the day of departure, unless prior arrangements have been made. In early check ins and late departures will incur an additional charge which has to be paid by cash or credit card on arrival.

**LATE CHECK IN/OUT:** Holidays Nazaré property late check in from 20:30 to 00:00 am will be charged 20 Eur in the first hour and 10 euros in the following hours. The properties are professionally cleaned and inspected before and after each rental to ensure all guests have a clean and comfortable stay. Occasionally delays may occur during the high season.

**DAMAGES & CLEANING ISSUES:** Any questions regarding the cleanliness or damages noticed on arrival should be reported to the owner immediately. If the issues of damages or cleaning are

not reported within 3 hours of your arrival, your credit card may be charged for the repair cost. All general maintenance problems should also be reported so the unit can be kept in good repair.

Guest will not have any additional charges if the following are met: No damage is done to unit or its contents, including linens and towels; There are no items missing after checking the inventory. (This includes, but is not limited to, transferring items to other units.); All debris, rubbish and discards are placed in appropriate containers. All soiled dishes are placed in the dishwasher; There were no more guests occupying the unit than those contracted upon reservation; There was no smoke or evidence of smoking; The unit is left in a pure state;

Pet friendly units show no signs of animal damage estimation or excessive cleaning;

If you have any problems with the vacation property during your stay, please contact us and we will do our best to rectify the matter as soon as is practically possible. If a problem remains unresolved, you must notify us in writing within 7 days of your return. No action may be taken or liability accepted for any complaints received after this period. Our goal is to resolve complaints within a period of two months of receipt, the details will be kept confidential to the parties only. Please note that, as a hot Portuguese villa, insects such as flies, ants and others are occasionally inevitable, and are not grounds for complaint. The holiday property is treated periodically as part of a program of pest and termite control, and is cleaned after each rental.

**NO SMOKING** - Smoking is not permitted in any of our units. Smoking is not allowed out near any window / door open. Smoking is allowed on balconies, provided the doors and windows are closed. We will charge a € 100 cleaning fee if we see that the guests were smoking inside the property.

**SEVRE WEATHER:** We do not refund lost rents or deposits due to canceled or shortened stays because of the weather. Output due to bad weather make any warrant refund of rent or deposit. We suggest the purchase of a Vacation Travel Insurance.

**PET POLICY:** All our apartments are pet friendly. We would love to welcome your pets in our apartments we only ask that all the rules are respected. There is a maximum limit of two pets per guest allowed in each unit. Guest pets should be treated for fleas and ticks prior to arrival. Guests must pick up after pets and firmly tie the remains in a plastic bag. Pets are not allowed on the furniture and all the pet hair should be cleaned before departure. A fee of € 150 will be charged if there is any animal dander report in bedding and sofas. Guest pets must be controlled at all times when out of the unit and under no circumstances are pets of guests allowed in common areas of the building. Violation of any terms of this pet policy subject guest to fines or termination of the additional rental period. Pet policies of guests and availability of the unit are subject to change by municipality and association rules and regulations at any time.

**RULES OF COMMUNITY:** Guests agree to comply with community rules. These can be posted on the unit or in the community pool or office. The pool hours are 09:00-21:00 and shared barbeque should be cleaned after each time you use it. These rules may change from time to time.

**FAKE RESERVATIONS:** Any reservation obtained under false pretense will be subject to forfeiture of advance deposit and / or rental money and the party will not be allowed to check -in.

## RESPONSABILITIES:

GUEST assures us that the tenants will observe all conditions and terms of this agreement as to maintain the lease in good order and appearance and will hold up harmlessly to the neighbors respecting the no noise policy after 23:00 and after 09:00, if the no noise rule is not followed after the 1st warning the guest can be immediately denied to continue to occupy the premises.

GUEST ensures that any tenant who violates any of the terms of this Agreement shall be immediately denied occupancy and shall remedy any damages or other expenses that are caused by the tenant and / or guest (s) of the tenant.

GUEST agrees that any tenant who is found using drugs or allows others to use drugs on site will be immediately denied continued occupancy at the sites.

GUEST and / or their guests shall not disturb, annoy, endanger, or inconvenience neighbors, nor use the premises for immoral or illegal purposes, nor violate any law or ordinance, nor commit waste or nuisance or on the premises.

GUEST agrees that during the term of this contract and the time he / she occupies the premises, he / she will keep the rental clean and free of garbage, trash and other waste; and all pipes, wires, glass, plumbing and other electrical equipment and devices in the same condition as at the beginning, or you can put in during the term of the contract, reasonable wear and tear and damage caused by unavoidable fire and only exception accidents.

GUEST agrees to indemnify and save our company disclaims any liability, loss or damage arising from any nuisance or harm made or suffered on site by the guest, tenants, or guests or from any carelessness, negligence or improper conduct of any persons entering, occupying or visiting the facilities. We accept no responsibility or liability for any loss or damage or alteration of the terms of your booking caused by events outside our control, including but not limited to war, terrorist activity, civil commotion, flight delays or cancellations, airport closures, loss of luggage, adverse weather conditions, fire, flood, or industrial dispute. We cannot accept any responsibility for the public supply failures, such as water, electricity, Internet or malfunction of the air conditioning system. Nor for the consequences of action or inaction of people who can control or provide key services, or any actions taken in the vicinity of the reserved property by any authority over which there is no control. We cannot accept any responsibility for your personal safety during your vacation. It is particularly important that children are supervised at all times in and out of vacation property. We assume no liability for accidents. You are reminded of caution about their personal safety and the safety of their mates. Whenever possible, valuables should be left secure and out of sight.

**ACCIDENTS:** We will not be hold responsible for any accidents or injuries that can happen to the GUEST inside or outside the property, condominium or swimming pool.

**INFORMATION TO THE CLIENT:** In case of consumer dispute, the consumer can access the Online Dispute Resolution webpage at: <http://ec.europa.eu/consumers/odr> or call to the national dispute center: CNIACC - Centro Nacional de Informação e Arbitragem de Conflitos de Consumo  
Tel.: 213 847 484; E-mail: [cniacc@unl.pt](mailto:cniacc@unl.pt)

**For more information, please contact: +351 967 020 006 | +351 968 763 975**