

## TERMS & CONDITIONS

• 1 •

BY FILLING AND SENDING THE INQUIRY/BOOKING FORMS, YOU ACCEPT THAT YOUR DETAILS AND DATA WILL BE COLLECTED AND STORED ELECTRONICALLY FOR THE ONLY PURPOSES OF ANSWERING A BOOKING ENQUIRY. A CASA DE ESTREMOZ DOES NOT TRANSFER THE COLLECTED DATA TO ANY THIRD PARTIES. PLEASE NOTE: YOU CAN REVOKE YOUR CONSENT AT ANY TIME FOR THE FUTURE BY E-MAILING US AT [HELLO@ACASADEESTREMOZ.COM](mailto:HELLO@ACASADEESTREMOZ.COM)

• 2 •

YOU CAN BOOK AT CASA DE ESTREMOZ THROUGH EMAIL ([HELLO@ACASADEESTREMOZ.COM](mailto:HELLO@ACASADEESTREMOZ.COM)) OR BY PHONE (+351 967 032 970). TO CONFIRM YOUR RESERVATION. WE REQUIRE A DEPOSIT VIA BANK TRANSFER, OF 50% OF THE TOTAL AMOUNT OF THE RENT. 15 DAYS BEFORE ARRIVAL DATE YOU WILL BE REQUESTED TO DO A NEW BANK TRANSFER, TO PAY THE REMAINING 50% OF THE RENTAL.

• 3 •

CANCELLATION FEE POLICY: IF GUESTS NEED TO CANCEL OR MODIFY THEIR RESERVATIONS, THIS WILL HAVE TO BE MADE WITH AT LEAST 3 MONTHS IN ADVANCE FOR FULL REFUND. IF THE CANCELLATION IS MADE CLOSER TO THE ARRIVING DATE, A REFUND OF PART OF THE THE SENT MONEY, IS SUBJECT TO THE ARRIVAL OF A NEW BOOKING FOR THE VERY SAME SAME PERIOD. IF WE CAN FIND NEW GUESTS, THEN: FOR CANCELLATIONS MADE 60 DAYS OR MORE BEFORE ARRIVAL – 40% OF THE TOTAL INITIAL INSTALMENT PAID WILL BE RETAINED BY A CASA DE ESTREMOZ. FOR CANCELLATIONS MADE 59 TO 16 DAYS BEFORE ARRIVAL - 60% OF INITIAL INSTALMENT PAID WILL BE RETAINED BY A CASA DE ESTREMOZ. FOR CANCELLATIONS MADE 15 DAYS BEFORE ARRIVAL – 100% OF INITIAL INSTALMENT PAID WILL BE RETAINED BY A CASA DE ESTREMOZ.

• 4 •

PRICES INCLUDE 3 DOUBLE BEDROOMS AND A MEZZANINE ROOM, COMMUNAL AREAS AND ALL TAXES. THE HOUSE IS FULLY FURNISHED AND INCLUDE A KITCHEN FULLY EQUIPPED WITH APPLIANCES, CUTLERY, CROCKERY, AND KITCHEN UTENSILS. BATH AND SWIMMING POOL TOWELS ARE INCLUDED (ONE FOR EACH GUEST). DAILY MAID SERVICE IS NOT INCLUDED IN THE RENTAL RATE, NOR IS BREAKFAST OR OTHER MEALS. DAILY CLEANING MAY BE PROVIDED ON REQUEST, AT AN ADDITIONAL COST.

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THE MAXIMUM NUMBER OF GUESTS IS LIMITED TO 10 PERSONS (6 ADULTS IN THREE DOUBLE ROOMS + UP TO 4 CHILDREN IN THE MEZZANINE ROOM, WHICH IS MOST SUITED FOR CHILDREN, OR 2 ADULTS IN THE MEZZANINE ROOM)

• 6 •

AT THE TIME OF CHECK IN, THE HOUSE MUST BE CLEAN, IN PERFECT WORKING ORDER, CONSERVATION AND HABITABILITY, AND THE UTILITIES AND SERVICES IT HAS MUST BE IN WORKING ORDER. IF THE PREMISES APPEAR DIRTY OR DAMAGED UPON CHECK-IN, GUESTS SHALL INFORM MANAGEMENT IMMEDIATELY.

• 7 •

DURING HIGH SEASON CHECK IN TIME AT 5PM AND CHECK OUT AT 10 AM. FOR OTHER SEASONS, CHECK IN TIME IS AFTER 4PM. CHECK OUT TIME ON THE DATE OF DEPARTURE IS 12AM. IF THE HOUSE IS NOT VACATED BY THIS TIME, THE CUSTOMER WILL BE SUBJECT TO ANOTHER NIGHT. ARRIVAL TIME SHOULD BE ANNOUNCED IN ADVANCE IN ORDER TO ORGANIZE THE GUESTS CHECK-IN AND KEY DELIVERY.

• 8 •

ANY COMPLAINT ABOUT THE BOOKING SERVICE MUST BE NOTIFIED TO CASA DE ESTREMOZ IN WRITING OR BY EMAIL, AS SOON AS POSSIBLE. ANY COMPLAINT REGARDING THE HOUSE OR ANY UNFORESEEN EVENT THAT INTERFERES WITH THE NORMAL USAGE OF THE HOUSE, MUST BE BROUGHT TO THE ATTENTION OF THE MANAGEMENT AS EARLY AS POSSIBLE DURING YOUR STAY AND WE WILL DO OUR BEST TO TRY TO RESOLVE THE SITUATION TO YOUR SATISFACTION

• 9 •

THE SWIMMING POOL AT CASA DE ESTREMOZ HAS NO SURVEILLANCE. PLEASE BE AWARE THAT IT'S THE GUESTS RESPONSIBILITY TO ENSURE THE SAFETY OF THOSE WHO DO NOT KNOW HOW TO SWIM, SUCH AS CHILDREN. SPECIAL ATTENTION SHOULD BE GIVEN ALSO TO THE HEIGHT OF SOME PARTS OF THE DECKS AND WALLS AROUND THE HOUSE.

• 10 •

SMOKING IS NOT ALLOWED INSIDE THE HOME. SMOKING OUTSIDE THE HOUSE IS ONLY PERMITTED WITH EXCLUSIVE USE OF AN ASHTRAY. OTHERWISE, THERE IS A HIGH POSSIBILITY OF CAUSING A FIRE THAT GUESTS WILL BE RESPONSIBLE FOR.

• 11 •

PETS ARE NOT ALLOWED, INSIDE OR OUTSIDE THE HOUSE.

• 12 •

FIRE IN THE PROPERTY SHOULD BE AVOIDED AT ALL COSTS DURING THE SUMMER/HOTTEST MONTHS DUE TO THE EXTREME RISK OF CAUSING A FIRE IN THE REGION, THAT GUESTS WILL BE RESPONSIBLE FOR.

• 13 •

GUESTS SHALL BEHAVE IN A CIVILISED MANNER AND SHALL BE GOOD NEIGHBOURS RESPECTING THE RIGHTS OF THE SURROUNDING PROPERTY OWNERS.

• 14 •

BY ACCEPTING THIS RESERVATION, IT IS AGREED THAT ALL GUESTS ARE EXPRESSLY ASSUMING THE RISK OF ANY HARM ARISING FROM THEIR USE OF THE PREMISES OR OTHERS WHOM THEY INVITE TO USE THE PREMISE. HOMEOWNERS ARE NOT RESPONSIBLE FOR ANY ACCIDENTS, INJURIES OR ILLNESS THAT OCCURS WHILE ON THE PREMISES OR ITS FACILITIES. THE HOMEOWNERS ARE ALSO NOT RESPONSIBLE FOR THE LOSS OF PERSONAL BELONGINGS OR VALUABLES OF THE GUESTS. GUESTS EXPRESSLY RECOGNISE THAT ANY INSURANCE FOR PROPERTY DAMAGE OR LOSS WHICH THE HOMEOWNERS MAY MAINTAIN ON THE PROPERTY, DOES NOT COVER THE PERSONAL PROPERTY OF GUESTS.

• 15 •

PEOPLE OTHER THAN THOSE IN THE GUEST PARTY AGREED MAY NOT STAY OVERNIGHT IN THE PROPERTY. ANY OTHER PERSON IN THE PROPERTY IS THE SOLE RESPONSIBILITY OF GUEST

• 16 •

GUESTS SHALL ALLOW HOMEOWNER ACCESS TO THE PROPERTY FOR PURPOSES OF REPAIR AND INSPECTION. HOMEOWNER SHALL EXERCISE THIS RIGHT OF ACCESS IN A REASONABLE MANNER AND WILL ALWAYS TRY TO INFORM GUESTS IN ADVANCE TO SUGGEST A CONVENIENT DATE/HOUR.

• 17 •

GUESTS SHALL USE THE PREMISES ONLY IN A CAREFUL AND LAWFUL MANNER AND LEAVE THE PROPERTY IN THE STATE IN WHICH IT WAS FOUND, LEAVING IT FREE OF ITEMS AND BELONGINGS AND WITH THE UTILITIES AVAILABLE AND THE FURNITURE AND OBJECTS IN PERFECT WORKING ORDER. THE GUEST WILL BE RESPONSIBLE FOR MAKING GOOD ANY DAMAGE TO THE HOUSE OR ITS CONTENTS, WHICH HAS OCCURRED DUE TO NEGLIGENCE, WILFUL DAMAGE OR IRRESPONSIBLE BEHAVIOUR ON THE PART OF THOSE OCCUPYING THE HOUSE OR THEIR GUESTS. SUCH DAMAGE MUST BE REPORTED, WITHOUT DELAY, TO MANAGEMENT. THE COST OF THE REPAIR OR REPLACEMENT MUST BE PAID TO US.

• 18 •

THERE SHALL BE NO REFUNDS OF RENTS DUE TO SHORTENED STAYS OR RUINED EXPECTATIONS BECAUSE OF WEATHER CONDITIONS.

• 19 •

WIRELESS INTERNET IS PROVIDED AS A CONVENIENCE ONLY AND IS NOT INTEGRAL TO THE AGREEMENT. NO REFUND OF RENTS SHALL BE GIVEN FOR OUTAGES, CONTENT, LACK OF CONTENT, SPEED, ACCESS PROBLEMS, LACK OF KNOWLEDGE OF USE, OR PERSONAL PREFERENCES WITH REGARD TO INTERNET SERVICE.

• 20 •

ANY PHOTO OR VIDEO PRODUCTION FOR ADVERTISMENT, PROPAGANDA OR COMMERCIAL PURPOSE ARE STRICTLY FORBIDDEN DURING THE STAY. PHOTOSHOOTS AND MEDIA MATTERS MUST BE DISCUSSED BEFORE BOOKING.

• 21 •

PORTUGUESE IMMIGRATION AND BORDERS SERVICE (SEF – SERVIÇO DE ESTRANGEIROS E FRONTEIRAS) MANDATE THAT ALL FOREIGN CITIZENS, INCLUDING NATIONALS OF OTHER MEMBER STATES OF THE EUROPEAN UNION, MUST COMPLETE AN ACCOMMODATION BULLETIN WHEN STAYING IN A HOTEL, TOURIST RESORT, LOCAL LODGING ESTABLISHMENT OR SIMILAR TOURIST ACCOMMODATION. THE ACCOMMODATION BULLETIN MUST INCLUDE THE FOLLOWING INFORMATION FOR EACH GUEST: FULL NAME, DATE OF BIRTH, COUNTRY OF BIRTH, HOME ADDRESS, COUNTRY OF RESIDENCE, NATIONALITY, IDENTITY DOCUMENT, NUMBER OF DOCUMENT, ISSUING COUNTRY, DATE OF ARRIVAL, DATE OF DEPARTURE. WE KINDLY ASK GUESTS TO SEND US THIS INFORMATION , PRIOR TO ARRIVAL, TO SIMPLIFY THE PROCESS.

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LIABILITY DISCLAIMER

A CASA DE ESTREMOZ AND ITS OWNERS OR EMPLOYEES SHALL NOT ASSUME LIABILITY FOR ANY ILLNESS, INJURY OR DEATH TO PERSONS VISITING THE PROPERTIES NOR FOR ANY OTHER INCIDENT OF ANY NATURE INVOLVING ANY CLIENT(S) WHILE THEY ARE ON THE PROPERTY, NOR WHILE TRAVELLING TO OR FROM THE PROPERTIES. BEYOND COOKING, LDA CANNOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO PRIVATE PROPERTY, HOWEVER IT MAY BE CAUSED.