



## Terms & Conditions Casa Feliz Algarve

We look forward to welcoming you. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of bookings below.

### **Arrival/Departure**

Check-in time is between 15:00–20:00. Check-out time is at 10:00, unless otherwise agreed. We try to be flexible with your arrival/departure times so you can enjoy your stay as much as possible, however on change-over-days we need time to prepare the property for the next guests.

For late arrivals after 22:00 there will be an extra charge of 20 €.

### **Prices**

Prices are per night, depending on the dates as listed. The prices include all taxes, charges and fees the local (Portuguese) authorities may charge for the services and products provided. Prices include water, gas and electricity charges. The prices include no meals. The prices include no deposit.

We reserve the right to change our prices at any time. This does not affect bookings already made.

### **Payment & Deposit**

During the confirmation of the booking request you will receive the detailed payment instructions by email. A pre-payment of 50% of the total amount of the booking request has to be paid within 5 days after receiving the booking request email in order to definitely confirm the booking. The remaining 50 % must be paid on arrival in cash - or if stated otherwise - until 2 days prior to arrival via bank transfer.

Please note that we can only accept payments in cash at this moment.

A breakage and damage deposit of 300 € in cash is payable on arrival, unless otherwise stated. This is returned on the day of your departure, after we have inspected the property. However, if your time of departure is outside of our normal check-out hours, we reserve the right to send the deposit back by bank transfer within 14 days after your departure.

### **Cancellation policy**

Please be sure of your plans before booking. We are a small company, dealing mostly with advance reservations. Date changes and cancellations have a big impact on us. However, if your plans change, please be aware of the cancellation policy:

For any cancellations, late modification or no-shows the 50% pre-payment will not be refunded.

## **Cancellation by Us**

Should it become necessary through extraordinary circumstances for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full. Should you wish to, we will attempt to book you into another accommodation/holiday house of the same or lower price range.

## **Keys**

You will be given personal house keys when you check-in on arrival. After your stay you will need to return the keys as stated. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged with 30€/key.

## **Children**

Children are welcome at all of our accommodations. Please be aware that you are fully responsible for the safety of your children.

## **Personal belongings**

Every guest is responsible for their own personal belongings. All guests will be given a key to lock their holiday accommodation (or private room).

In case of theft or other damage such as fire or similar event, the host cannot be held responsible for the losses.

## **Damage and Breakages**

Please take care of our holiday accommodations - all of the properties are privately owned and are designed to the specification of the owner. You are responsible and liable for any damages, breakages or losses to the property, furniture or other inventory of the house. Please report these as soon as possible to us. We reserve the right to charge guests if the damage caused is due to careless or reckless behaviors of the guest or vandalism.

## **Liability**

We do not accept any liability for any damage, loss or injury involved or caused by any member of your party during your stay at our properties, unless proven to be caused by a negligent act by ourselves.

## **Insurance**

Every guest is individually responsible for acquiring a travel insurance that covers all medical treatment, loss or theft of belongings and/or other additional costs in case of accident, theft and/or loss of belongings.

## **General Policies**

- The holiday accommodation may only be occupied by the number of people that have been previously indicated at booking. Children count as adults for the purposes of occupation. All properties have a maximum occupancy which number can only be exceeded upon prior request and after written permission.
- Smoking is absolutely not allowed anywhere inside the holiday rentals. If it is found that the property has been smoked in, we keep the right to charge the costs to have the walls of the property washed and the carpets professionally cleaned.
- No noise after 22:00. Please respect the neighborhood.
- Pets are not allowed unless otherwise stated.