

## Terms and Conditions

**BOOKING CONDITIONS:** This contract constitutes the entire agreement between the parties Alfarrobeirasnature LDA , registered at the following official address: Rua Diogo Tavares nº 4 8005-205 Faro , NIPC 515606022 , holder of the following operating authorizations: 855/AL, 1996/AL and 28105/AL and the CLIENT. The same supersedes any prior agreement or understanding and may not be altered by the Customer except in writing between the parties involved.

In the event of delay, non-compliance or non-compliance by either party, it is not presumed or constitutes tacit waiver, partial or total, of what was agreed in this contract, under the commitment to put an end to the delay or remedy the non-compliance.

The law that applies to this contract is Portuguese and the parties agree to submit to the non-exclusive jurisdiction of the Portuguese courts.

Provisional reservations and their final confirmation by Alfarrobeirasnature LDA will be subject to the provision of payment details, namely the Customer's credit card and authorization to deduct expenses (including cancellation fees), bank transfer to the Alfarrobeirasnature LDA account or other payment method agreed at the time of booking. Without prejudice to the administrative charges and any damages caused, if the payment details are not provided to Alfarrobeirasnature LDA, or the funds relating to the reservation do not enter its bank account, the contract will not take effect, and the services, subject of the provisional reservation, be released to be sold again, without any obligation to notify the Customer.

**PROVISION OF SERVICES:** Alfarrobeirasnature LDA. Will provide the Customer with the services provided for in the Contract. The Customer is obliged to provide Alfarrobeirasnature LDA with all necessary data or other information related to the services, within the period necessary for Alfarrobeirasnature LDA to allow it to provide the agreed services. The Customer undertakes to guarantee the veracity of all information provided. Alfarrobeirasnature LDA. may, at any time and without the need for notification to the customer, make any changes to the services that prove necessary to comply with any safety standards or any other legal requirements, as well as those that do not significantly affect the nature or quality of the services.

**PAYMENTS:** Payments to Alfarrobeirasnature LDA. to be made by the Customer (including deposits) will be made on the determined date(s) and amounts. If any of the services provided for in the Contract are changed before arrival, the payment to be made will reflect the change in the services described by Alfarrobeirasnature LDA. Any additional charges or services provided by Alfarrobeirasnature LDA will be paid by the Customer upon presentation of the respective invoice.

Cash payment is not accepted for guests without a reservation – a valid credit or debit card must be swiped at the chip and PIN machine and authorization must be given. All charges will be settled prior to the Customer's departure. The Customer authorizes the settlement of all outstanding debts, which may be processed by Alfarrobeirasnature LDA. through payment via credit or debit card, according to data contained in the file forms.

In the AL (Local Accommodation) modality, the amounts for the entire reservation must be paid up to 5 days before the day of arrival.

**FEES:** The fees payable by the Customer will be specified in writing by Alfarrobeirasnature LDA. If there are unspecified fees or if additional and varied services are provided to the Customer, the Customer will pay the standard amount at the rate in force on the day the services are provided and any additional amounts agreed between Alfarrobeirasnature LDA. and the Customer for the provision of services. Alfarrobeirasnature LDA. may vary the usual rates from time to time. All charges mentioned to the Customer for the provision of food and beverage services include Value Added Tax (VAT) at the rate applicable on the day the charge is paid, unless otherwise stated.

## **MINIMUM STAYS**

### **Alfarrobeiras Nature : SUITES/VILLA**

With the exception of Villa: Suite 8 which has a minimum stay of 3 nights, all others have a minimum stay of 2 nights.

### **AL (Local accommodation)**

Minimum stay: 4 nights, with the exception of the months of JULY and AUGUST when the minimum stay is 7 nights.

## **CANCELLATION POLICIES:**

### **Alfarrobeiras Nature : SUITES/VILLA**

From January 1st to the last day of April included: you can cancel free of charge up to 2 days before arrival. If you cancel within 2 days of arrival, the cancellation fee will be the first night of the reservation. If you do not show up, the no-show fee will be the total price of the reservation.

From May 1st to May 31st included: you can cancel free of charge up to 5 days before arrival. If you cancel within 5 days of arrival, the cancellation fee will be 50% of the total reservation price. If you do not show up, the no-show fee will be the total price of the reservation.

From June 1st to July 31st included: you can cancel free of charge up to 7 days before arrival. If you cancel within 7 days of arrival, the cancellation fee will be the full amount of the reservation. If you do not show up, the no-show fee will be the total price of the reservation.

From 1 to 31 August included: you can cancel free of charge up to 14 days before arrival. If you cancel 14 days before arrival, the cancellation fee will be the full amount of the reservation. If you do not show up, the no-show fee will be the total price of the reservation.

From 1st to 30th September included: you can cancel free of charge up to 7 days before arrival. If you cancel within 7 days of arrival, the cancellation fee will be the full amount of the reservation. If you do not show up, the no-show fee will be the total price of the reservation.

From October 1st to 31st included: you can cancel free of charge up to 5 days before arrival. If you cancel within 5 days of arrival, the cancellation fee will be 50% of the total reservation price. If you do not show up, the no-show fee will be the total price of the reservation.

From 1st to 30th November included: you can cancel free of charge up to 2 days before arrival. If you cancel within 2 days of arrival, the cancellation fee will be the first night of the reservation. If you do not show up, the no-show fee will be the total price of the reservation.

From 1st to 31st December included: you can cancel free of charge up to 5 days before arrival. If you cancel within 5 days of arrival, the cancellation fee will be the full amount of the reservation. If you do not show up, the no-show fee will be the total price of the reservation.

#### **AL (Local accommodation)**

Cancellations up to 14 days before arrival date: 100% refund will be given.

Cancellations between 7 and 14 days before arrival: 50% refund will be given

Cancellations less than 7 days before arrival: No refund will be given

**Changes to required services:** Any changes to the numbers, accommodation and food and beverage requirements necessary for the Services, as well as any other changes or values will be agreed in writing by the Client and Alfarrobeirasnature LDA.

**Termination:** Alfarrobeirasnature LDA. may at any time terminate the Contract by giving written notice to the Customer if the Customer commits any breach of these Terms, or if the Customer goes into liquidation, enters into insolvency, makes a voluntary arrangement with its creditors or has appointed a consignee or administrator .

**Customer Responsibilities:** Arrival and departure times for accommodation at Alfarrobeiras nature LDA are after 4:00 pm and 12:00 pm in the Agritourism development and in AL (Local Accommodation: after 4:00 pm and 11:00 am respectively). The Customer is responsible for their behavior during their stay. The Customer will guarantee that no noise or inconvenience will be caused to Alfarrobeirasnature LDA. or other guests. The Customer will agree to any reasonable request from Alfarrobeirasnature LDA. and with its policies regarding the application of its services, which may be changed from time to time. Smoking is only permitted in outdoor areas that do not have signs to the contrary. Food and drinks purchased by the customer abroad are prohibited from being consumed in public spaces. All guests arriving without a reservation or with a same-day reservation will provide photo ID upon arrival, regardless of their nationality.

**Responsibility for the use of the room or house:** safe and expenses to be paid: The Customer understands and accepts that the provision of payment data, namely debit and/or credit cards, constitutes authorization for the use of said cards for payment for the your current and future stays, as well as to cover any damages caused or services added. This does not absolve you of responsibility for the bill presented at the time of your stay. The Customer also admits to being personally responsible in the event of total or partial non-payment of these expenses by a designated person, company or third party. Alfarrobeirasnature LDA. is not responsible for money, jewelry or other valuables that may have been lost, stolen or left in public areas, general areas access and private vehicles. Under hotel legislation, the use of a safe in rooms does not imply any civil liability for Alfarrobeirasnature LDA., Internal video surveillance network: In public areas, Alfarrobeirasnature LDA. and in some service areas video surveillance (CCTV) will be active and video recordings are made. This activity is carried out for safety reasons, which allows Alfarrobeirasnature LDA. carry out good management and guarantee the safety of all its customers, employees and assets. The Customer unequivocally understands and accepts such recordings. All recordings made will be automatically deleted by law within 30 days.

**DISPUTE RESOLUTION:** In the event of a consumer dispute, the consumer can turn to the European Online Dispute Resolution Platform, available at <http://ec.europa.eu/consumers/ord> or to the following alternative consumer dispute resolution organization:

CIMAAL- Centro de informação, Mediação e Arbitragem de Conflitos de Consumo do Algarve, telephone contact 289 823 135; Email: [cimal@mail.telepac.pt](mailto:cimal@mail.telepac.pt)