



TERMS & CONDITIONS

All bookings are made with Praia do Vau – Representações, Exportações e Importações, Lda. Your signature on the booking form will be taken as your and your party's acceptance of the following conditions:

1. BOOKING

A deposit of 40% of the property rental must be paid for reservations made with more than 30 days advance. No contract with us will exist until we have received this amount and the booking form duly signed and have consequently confirmed your booking. Should you later cancel, cancellation charges will become payable in accordance with paragraph 3.

Bookings cannot be accepted from persons less than 18 years of age. We reserve the right to refuse a booking without giving any reason.

2. PAYMENT OF THE BALANCE

The balance of the payment must be paid within 30 days before your arrival together with the security deposit (500.00€). If the balance is not received by us by the due date, we shall be entitled to cancel the booking without prejudice to our claim for cancellation charges and to retain the deposit. For bookings made within thirty days of arrival date, you will be required to pay the full cost of your holiday at the time of booking.

3. CANCELLATION BY YOU

It is agreed between us that should you wish to cancel your booking, or that the booking is cancelled by us due to non-payment, then we shall be entitled to the following percentage of the holiday cost: 30 days or more before arrival = 50 % (of the paid value) within 30 days before arrival = 80 % (of any money you have paid us). All cancellations must be sent to us in writing and signed by the signatory of the booking form.

4. CANCELLATION OR ALTERATIONS BY US

Although it is unlikely that we will have to make any changes to confirmed arrangements, it could occasionally happen, and we will advise you at the earliest possible date. If we have to cancel we will refund the full amount paid to us at the moment for the property, but we will not in any circumstances be liable for any compensation, damages, and cancellation charges for travel or other arrangements whatsoever.

5. MINIMUM LETTING PERIOD

Minimum stay is 1 week, from Sunday to Saturday.

6. NUMBER OF GUESTS

Only those persons stipulated on the booking form may use the property. The number of guests must not exceed the maximum number indicated in the booking form or the maximum number the property can sleep, as set out in the relevant website description. Should the key holder find more persons than those stated, he will be entitled to ask the clients to vacate the property.

Caravans and tents are not permitted on the property under any circumstances.

7. ARRIVAL AND DEPARTURE TIME

You can arrive at your accommodation after 12.00 AM on the Arrival Date of your holiday and you must leave by 12.00 AM on the Departure Date.

If your arrival will be delayed, you must contact the person whose details are given on our Booking Form so that alternative arrangements can be made. If you fail to do so you may not be able to gain access to the Property. If you fail to arrive by Midday on the day after the Arrival Date and you do not advise the contact of your late arrival we may treat the booking as having been cancelled by you.

8. SECURITY DEPOSITS

A security deposit as stated in the booking form is payable with the balance of the reservation to cover during your stay the cost of any damages to the property or its contents. The amount is refundable 15 days after your departure, provided we receive from you full bank account details including account name, bank name, IBAN code (or equivalent for non-EU countries) and BIC code.

9. COMPLAINTS

Should you have any problems during your stay you should contact the key holder immediately. Failure to do so may reduce your right to compensation. Please note that if the property is abandoned without any notice, all rights to compensation are lost. Please note you have one week after your departure to send a written complaint that is necessary to open the proper procedure, failure to do this will exclude your right to compensation.

10. BEHAVIOUR

The client signing the booking form is responsible for the correct and decent behavior of his party. Should you and your party not behave in such a manner of, the key holder may at his absolute discretion ask you and your party to vacate the property without a refund of the price.

11. ENTERTAINING AT THE PROPERTY

Entertainment parties and functions involving a large amount of invitees are strictly prohibited unless fully approved by the property key holder in advance. Should you make an unauthorized use of the property in such a way, the key holder has the right to ask all guests to vacate the property immediately without a refund of the price.

12. LIABILITY

Praia do Vau, Lda will not be responsible for the death of or personal injury of you or any person named on the booking form or other person at the property, unless this results from the proven negligence of ourselves or our employees.

We will not be liable for any loss, breach or delay due to any cause beyond our reasonable control, including though not limited to, act of God, explosion, flood, tempest, fire or accident, war or treat of war, civil disturbance, acts, restrictions, regulations, bye-laws, or measures of any kind on the part of any governmental or local authority, strikes, lock-outs, or other industrial actions or disputes or adverse weather conditions. In any such case, we will be entitled to treat the contract as discharged.

We cannot be held responsible for breakdown of mechanical equipment such as pumps, boilers, swimming-pool filtrations systems, etc. nor for failure of public utilities such as water, gas and electricity.

We are not responsible for noise or disturbance originating beyond the boundaries of the holiday accommodation or which is beyond our control.

13. PETS

Pets are not allowed.

We have dogs that according to your option are locked or unlocked during the day and closed on their own space at night.

14. SWIMMING POOL

The Swimming Pool is heated so even in Winter you can have a swim on it.

15. CLEANING&MAID SERVICE

General Maid Service is provided daily along with the making of the beds.

Bed Linen change and a complete cleaning of the house are provided once a week.

The Towels replacing happens only when left on the specific places: Inside Towels, on the shower/bath floor; Pool Towels, on the basket near the outside shower.

**16. COOK SERVICE**

We have this service, available upon request, according to the established menus. All the shopping for the products is made by Praia do Vau, Lda.

17. INTERNET SERVICE

We provide for the internet service in Bom Retiro, however, in case of a technical problem beyond our control, such as a faulty line from the local telephone company, we cannot guarantee that we will be able to re-establish the connection.

18. PHOTOGRAPHY

Photos taken at the property cannot be used or sold for profit without written authorization from Praia do Vau, Lda.

19. VALUABLES

Every room has a safety deposit box so, valuables left at the property are at the clients' risks. Neither Praia do Vau, Lda, nor the property staff can be held responsible for their loss, misplacement or robbery at any time.

20. LAW - JURISDICTION

Your contract with us is governed by Portuguese Law and comes under the exclusive jurisdiction of the Tribunal Judicial de Portimão.