

TERMS & CONDITIONS

All bookings are made via 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. BOOKINGS

- Bookings requested more than 30 days before arrival: 40% of the total booking value is to be paid as a deposit for the booking.
- Bookings requested with less than 30 days before arrival: 100% of the total booking value is to be paid at booking + €500 as a security deposit.

The contract is not valid until we have received the above payment and the duly signed "Booking Form" and have consequently confirmed the booking. Should you later cancel, cancellation charges will be payable in accordance with paragraph 3.

Bookings will not be accepted from persons less than 18 years of age.

We reserve the right to refuse a booking without stating a reason.

2. PAYMENT OF THE BALANCE

- Payment of the balance of the booking value + the security deposit of €500 is to be done 30 days before arrival.
- If the balance payment is not received by the due date, the key holder is entitled to cancel the booking without prejudice to our claim for cancellation charges and to retain 50% of the deposit value.
- Bookings requested with less than 30 days before arrival date: you will be required to pay the full booking value at the time of booking (see paragraph 1).

3. CANCELLATION

Should you wish to cancel your booking, or should the booking be cancelled by us due to non-payment, then Praia do Vau, Lda is entitled to the following percentage of the booking value:

- Cancellation with more than 30 days before arrival date = 50% (of the paid value).
- Cancellation with less than 30 days before arrival date = 80% (of the paid value).

All cancellations must be confirmed in writing and signed by the signatory of the booking form.

4. CANCELLATION OR ALTERATIONS

Although it is unlikely that we will have to make any changes to the confirmed arrangements, this may occasionally happen and we will advise you at the earliest possible date. If we should have to cancel we will refund the full amount paid for the holidays, but we are not, under any circumstances, liable for any compensation, damage or cancellation charges pertaining to travel or any other arrangements whatsoever.

5. MINIMUM LETTING PERIOD

The minimum stay is 6 nights, 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 on the booking form or the maximum number that the property can sleep, as indicated in the relevant website description. Should the key holder find more persons than those stated, he is entitled to ask the guests to vacate the property. Caravans and tents are not permitted on the property under any circumstances.

7. ARRIVAL AND DEPARTURE TIME

Arrival time at the accommodation is 14.00 on the arrival date of your stay. Departure time at the accommodation is 12.00 on the departure date. If your arrival is delayed for any reason, you should contact the person whose details are given on the booking form so 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 the day after the arrival date and you do not advise the contact of your late arrival we are entitled to treat the booking as having been cancelled by you.

8. SECURITY DEPOSITS

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

9. COMPLAINTS

Should you have any problems during your stay please 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 forfeited. Please be advised you have up to one week after departure to send a written complaint. This is necessary to open the proper procedure, failure to do so will exclude your right to compensation.

10. BEHAVIOUR

The signatory on the booking form is responsible for the correct and decent behaviour of his/her party. Should you or your party not behave in such a manner, the key holder reserves the right at his absolute discretion to ask you and your party to vacate the property immediately without a refund.

11. ENTERTAINMENT AT THE PROPERTY

Entertainment parties and functions involving a large number of invitees are strictly prohibited unless fully approved by the property key holder in advance. Should such unauthorized use of the property be made, the key holder reserves the right to ask all guests to vacate the property immediately without a refund.

12. LIABILITY

Praia do Vau, Lda cannot be held responsible for the death of, or personal injury to you or any person named on the booking form or any other person at the property unless this results from proven negligence by ourselves or our employees. We are not liable for any loss, breach or delay due to any cause beyond our reasonable control, including though not limited to, acts of God, explosion, flood, tempest, fire or accident, war or threat of war, civil disturbance, acts, restrictions, regulations, by-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 are entitled to treat the contract as null.

- We cannot be held responsible for the breakdown of mechanical equipment such as pumps, boilers, swimming-pool filtration systems, etc. nor the 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.
- There are dogs on the premises in a secured enclosure. They are taken for a walk twice a day and cannot be released by guests.

14. SWIMMING POOL

The swimming pool is heated from mid March till the end of October.

15. CLEANING & MAID SERVICE

General maid service is provided daily, including bed-making. Bed linen change and a complete cleaning of the house is provided once a week. Towel replacement only occurs when these are left in specific places: on the shower/bathroom floor.

16. COOKING SERVICE

We have an in-house cooking service available on request, according to pre-established menus. All shopping for fresh produce will be done by Praia do Vau, Lda.



17. INTERNET SERVICE

We provide a free internet service in Bom Retiro. However, in case of technical problems beyond our control, such as a faulty line from the local telephone company, we cannot guarantee reconnection.

18. PHOTOGRAPHY

Photographs 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; any valuables left at the property are left at the client's own risk. Neither Praia do Vau, Lda, nor the property staff can be held responsible for their loss, misplacement or theft 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.