



RULES OF PROCEDURE ACCOMMODATION

CASAS DA FAIA – NATURE GUEST HOUSE

RULES OF PROCEDURE ACCOMMODATION

AL-No. 97649

Welcome to the *Casas da Faia - Nature Guest House*. We present to you our internal regulations in the sense that we can serve you, the best way.

I

Description of Houses

Tatina's House

This apartment is composed of 2 bedrooms with double bed, WC, living room with stove and kitchenette (gas stove, refrigerator, washing machine, toaster, microwave, coffee machine, other cooking equipment).

Dinorah's House

This house consists of 1 bedroom with 1 double bed and 1 child's bed, WC and living room with wood-burning stove. It's equipped with a fridge, toaster, coffee machine and microwave.

Mané Joquim's House

This house is composed of 1 bedroom with double bed, WC and living room with wood burning stove. It's equipped with a fridge, toaster, coffee machine and microwave.

II

Reservations

Reservations can be made in person, by phone, email, through the accommodation reservation sites and the *Casas da Faia - Nature Guest House* website www.casasdafaia.com and are subject to availability of each houses.

Payment of the reservation can be made by:

1: Bank transfer to the following bank account:

IBAN: PT50 0045 6080 4029 0375 10768

BIC / SWIFT: CCCMPTPL

2: Bank Check in the Order of "Prémios D'Outono, Lda."



RULES OF PROCEDURE ACCOMMODATION

CASAS DA FAIA – NATURE GUEST HOUSE

III

Cancellation Policy

Any modification of your reservation, namely a reduction in the number of nights reserved, the number of occupants or the total cancellation of the reservation, should follow these conditions:

- Cancellation less than 14 days from date of arrival, the total amount of the reservation will be charged;
- Cancellations with less than 30 days from date of arrival, only the signal amount will be charged.

IV

Price List

Booking prices will be fixed on January of each year, and the updated price list will be available on the *Casas da Faia - Nature Guest House* website www.casasdafaia.com.

Any reservations made before the price being updated, will not suffer any change.

The reservation prices include: accommodation, breakfast, sheets, towels, water and electricity.

The prices shown are merely informative and may change during high season, festive seasons and holidays.

V

Check-in

Check-in takes place between 4:00 pm and 6:00 p.m. and will be done once the payment of the reservation or, after the presentation of the voucher with whom we have an established contract.

Any change to the check-in time will have to be justified and validated with the reception services.

At the time of your registration, the guest will have to identify himself and provide the recipient, including his identity card or passport.

At the time of check-in you will be given the key of the reserved house and a deposit fee of €10, will be requested to guarantee any damage and / or loss.

VI

Check-Out

Check-out is between 10:00 am and 11:30 am.



RULES OF PROCEDURE ACCOMMODATION

CASAS DA FAIA – NATURE GUEST HOUSE

Exceptionally and for justified reasons, check-out can be made up to 13.00, which will be conditioned by availability and possible reservations of the same house.

This exceptional change of check-out time must be requested 1 day before departure day.

In the absence of any damages, the deposit fee will be returned to you, upon check-out.

VII

Damage

Any damage done voluntarily or involuntarily at *Casas da Faia - Nature Guest House*, we reserve the right to charge you, if the value exceeds the deposit fee.

Depending on their severity, *Casas da Faia - Nature Guest House* will take all the necessary legal actions.

VIII

Claims

Casas da Faia - Nature Guest House has a complaints book.

In case of a complaint, we would like to thank you for identifying the employee, the time and place of the occurrence and the participation of the same, to the administration, which should be called to the place.

IX

Quiet Hours

As a matter of respect for all clients, special attention is paid to silence in social areas, especially in the evening. Televisions, voices, or electronic devices must be kept at a respectful low level at all times.

From 10:00 p.m., noisy activities that can disturb other guests are not allowed. (Decree-Law no. 292/2000 of November 14th).

X

Safety

Under Decree-Law no. 228/2009 of 14th September, this company is not responsible for the eventual disappearance of items brought into the Guest House, its car parks or grounds, such as money, jewelry or other valuables including audio or visual equipment, are brought in at your own risk.



RULES OF PROCEDURE ACCOMMODATION

CASAS DA FAIA – NATURE GUEST HOUSE

We advise you, for this effect, to always close the main access doors to the reserved house.

It is not allowed the stay of non-listed guests in Casas da Faia.

XI

Prohibitions

Without prejudice to the above mentioned and the general rules on tourist accommodation, it is not allowed inside the premises of *Casas da Faia - Nature Guest House*:

- a) Smoking or Vaping;
- b) Changing the room layout;
- c) To leave garbage in the common and private spaces.
- d) Excessive intake of alcoholic beverages.
- e) The stay of pets within the premises of *Casas da Faia - Nature Guest House*. Any demands should be addressed to the administration before reservation.

XII

Breakfast

Breakfast is served between 9am and 11am at the door of the respective House.

XIII

Hygiene and cleaning

The cleaning of the *Casas da Faia - Nature Guest House* is done weekly and whenever there is a change of guests.

If the stay is more than four days, the guest can request new sheets and towels that will be delivered after the collection of the used ones.

The replacement of the sheets does not include placing them in the bed, which must be done by the guest.