

# General Conditions and Terms at Paraty Marin

## Terms and Conditions

1. Reservations can be made directly on Paraty Marin's website ([www.paratymarin.com](http://www.paratymarin.com)), partner websites, via WhatsApp (+55 11 99977 6010), or by email ([info@paratymarin.com](mailto:info@paratymarin.com)).
2. By making a reservation - regardless of the channel - the guest accepts and agrees to these General Conditions, which establish the terms of service provided by Paraty Marin.
3. Direct reservations (phone, WhatsApp, or email) are subject to confirmation by email. The email will contain informations about the reservation as well as a reproduction of these terms and conditions.
4. To confirm a reservation, the guest must make a payment as indicated at the time of reservation and accept the terms presented in these "terms and conditions". The guest is hereby informed of the reservation cancellation and no-show rules of Paraty Marin.
5. The guest must send the payment receipt to Paraty Marin within 48 hours, under penalty of reservation non-confirmation. The payment receipt can be sent to Paraty Marin via email or WhatsApp.
6. The minimum stay is two nights, except during extended holidays and during December/January and July vacations when the minimum stay varies between 3-5 nights.
7. Check-in starts at 1:00 PM and check-out ends at 11:00 AM.
8. The guest is aware that they must vacate the house by 11:00 AM on the last day of their stay. Failure to comply with this rule will result in the charge of a late check-out fee or an additional night's stay.
9. Early check-in and late check-out will be granted subject to availability and with a surcharge.
10. Prices and information about additional services, such as restaurant and bar service, laundry, boat tours, spa day, experiences, among others, can be obtained at Paraty Marin's Main House or through our communication channels (email, WhatsApp, or Instagram).

## PAYMENT POLICIES

1. A valid credit card must be presented at check-in. The cards details will be encrypted and stored in our system and used if the guest does not provide an alternative method of payment by the end of their stay.
2. Payment for accommodation must be made by one person - the guest responsible for the reservation. We do not accept fractional payments for the same reservation.
3. Paraty Marin accepts payment for room rates and expenses through bank transfers, debit and credit cards as well as PayPal and WISE. For other forms of payment, please contact our accounting department.
  - 3a) For payments made via PAYPAL or WISE a 6% fee will be added to the total amount of the reservation.
4. During check-out, outstanding balances regarding purchase of products or services during the stay at Paraty Marin will be charged.

5. Full payment of the reservation, as well as any additional expenses must occur up to 48 hours after the guest's check-out.

5a) After that time any open amount will be deducted from the credit card provided at the time of check-in.

## CANCELATION POLICIES

Except for Christmas, New Year's Eve, and Carnival, the following cancellation policies apply:

1. The guest must notify Paraty Marin in writing (via email or WhatsApp), to cancel a reservation or to request a change of dates,

2. Cancellation made by the guest up to 14 (fourteen) days prior to check-in will be subject to a payment corresponding to 25% (twenty-five percent) of the reservation. The amount will be deducted from the deposit made at the time of the reservation. The remaining amount minus any applicable transfer fees will be refunded to the guest within 10-14 business days.

2a) Cancellation made by the guest less than 14 (fourteen) days prior to check-in will be subject to a payment corresponding to 50% (fifty percent) of the reservation. The amount will be deducted from the deposit made at the time of the reservation. The remaining amount minus any applicable transfer fees will be refunded to the guest within 10-14 business days.

2b) Cancellation made by the guest 7 (seven) days or less before the check-in date will be subject to a payment corresponding to 100% (one hundred percent) of the reservation.

3. The guest may also choose to change the dates of their reservation instead of canceling.

3a) Change of reservation is subject to availability and must occur within 6 months from original reservation. Daily rates might suffer price adjustments. The request must be made at least 14 (fourteen) days prior to the initial day of the reservation.

3b) Change of reservation occurring with less than 14 (fourteen) days before the check-in date, will be subjected to a rescheduling fee.

4. A 100% (one hundred percent) fee of the total amount of the reservation will be charged for no-show.

4a) No-show is determined by the guest failure to check-in by 8:00 PM on the initial day of the reservation.

4b) The reservation will be automatically canceled if the guest does not arrive by 8:00 PM and does not inform Paraty Marin of their late arrival.

5. These cancellation policies are not valid for NON-REFUNDABLE tariffs.

5a) Date changes for NON-REFUNDABLE tariffs incur an additional fee and are subject to availability.

For reservations made during Christmas holidays, New Year's Eve celebrations and Carnival, the following changes to the cancellation policies apply:

5. Cancellation or modification of the reservation can be made up to 90 (ninety) days prior to the check-in date without any cost to the guest.
6. Cancellation made by the guest after the 90 (ninety) days before the check-in date will be subject to a payment corresponding to 50% (fifty percent) of the reservation. The amount will be deducted from the deposit made at the time of the reservation. The remaining amount minus any applicable transfer fees will be refunded to the guest within 10-14 business days.
7. Change of reservation is subject to availability. The original number of nights, accommodation and rates apply, independent of the new chosen dates. The request for date alteration must be made up to 90 (ninety) days prior to check-in and the new reservation must occur within a maximum period of 6 (six) months from the original reservation.
8. Paraty Marin is not liable to guest for non-performance of its obligations due to a force majeure event. Force majeure events are those generally recognized by the Brazilian legislation.

## PREMISES RULES

1. Daily rates include:

- Accommodation
- Daily cleaning and housekeeping services
- Breakfast (at the Paraty Marin Main House)
- Transfer between the continent and Paraty Marin on check-in and check-out
- Use of kayaks and stand-up paddleboards
- Use of all common areas at Paraty Marin

2. The nautical transfer between the continent and Paraty Marin takes place daily between 9AM and 5PM. For alternative schedules, please contact the administration for availability and prices.

3. The transfer from the continent to Paraty Marin leaves from the public pier of PRAIA GRANDE.

3a) Parking is available at POUSADA DOS NAVEGANTES. The parking fee must be paid directly at the parking lot.

4. The guest must inform estimated time of arrival. Navigation is done in sheltered waters.

5. Guest agree to use the house and common areas in accordance with good norms and customs. Any behavior contrary to good manners and public order may result in the administration or staff of Paraty Marin asking the guest to leave the property without any compensation or refund.

6. Please observe a casual dress code at the Main House. Wearing wet clothes or swimwear (without a shirt/t-shirt or beach cover-up) is not allowed.

7. Pets are not allowed on the property.

8. Smoking is not permitted in the rooms or indoor areas of the houses. Failure to comply will result in a minimum fine equivalent to two (02) daily rates of the rented house.

9. Respecting the privacy of other guests and the safety of the staff at Paraty Marin, the entry of visitors is only allowed with proper authorization. Paraty Marin reserves the right to charge a day-use fee for visitors who are not staying at the property.

10. It is strictly prohibited to exceed the maximum capacity of the rented house after 10PM.

11. After 10PM, the noise regulation must be observed in all areas of the property. We ask that you respect the peace and quiet of other guests at Paraty Marin and keep the noise and volume of your sound systems at a reasonable level, regardless of the time of day.

11. Kayaks and stand-up paddleboards are for the use of all Paraty Marin guests. We kindly ask that you always store the boards, kayaks, life jackets, and paddles after use. Please be careful with the fins of the sup's (do not drag them on the sand) and do not use the paddles as shovels or to push away from rocks. These items are fragile, and if they break a replacement fee will be charged.

12. A gas barbecue grill is available by the seaside for all Paraty Marin guests. For more details, please contact our team.

13. Parties or events, regardless of their scope or size, are not allowed in the houses or anywhere on the property without prior authorization.

14. Firearms, weapons, fireworks, illegal narcotics, controlled substances, and/or products prohibited by National Legislation, as well as any other product that may jeopardize the good coexistence among guests, are not allowed on the property.

14b. If you've read this far... congratulations! Let us know as we'll have a little gift for you upon your arrival! ;)

15. For the physical safety of guests and staff, Paraty Marin has a CCTV monitoring system in common areas and property entrances.

16. All guests and their invitees hereby grant Paraty Marin all rights to images and sounds captured by the internal security system during their stay. These images will not be shared with third parties, except as required by law enforcement authorities or court orders.

17. The photographs displayed on promotional and booking channels are for illustrative purposes only. While the reproduced photographs aim to provide the most accurate view of the facilities, variations may occur, especially due to changes in furniture or renovations. Guests do not have the right to submit complaints regarding this matter.

