

## Villa Lara Booking Terms and Conditions

### Booking your accommodation

When requesting a reservation, you are invited to specify your special requirements. These might include additional fold-out beds, cots, high chairs, welcome packs, tennis coaching, beauty treatments, therapies, or any other special requests that you may have.

When you wish to book we will inform AlmaVerde Management and they will send a provisional confirmation document by email to you.

Please check all the details and contact them immediately if anything appears incorrect or incomplete.

In order to confirm your booking, AlmaVerde Management will require a non-refundable deposit of 30% of the booking amount, on receipt of which they will send you a final confirmation by email.

The balance of 70% is due 8 weeks prior to your arrival.

Credit card details and authorisation are required to guarantee a rental security deposit of 300€ (three hundred euros). These will be requested on your arrival at Reception. Once authorisation has been received, you will then be provided with the access details for Villa Lara.

In the event that costs must be incurred to make good any losses, breakages or damages incurred by your party during your stay, or to carry out excess cleaning should your party leave the villa in a particularly dirty condition, such costs may be charged to your credit card, up to the total value of the rental security deposit. Excess cleaning is defined as the additional time spent cleaning the villa over and above the standard number of hours plus one. Any such charge(s) will be made within 21 days of your departure and will be advised to you by email, along with the reason(s) for the charge(s).

Tranmer - Mediação Imobiliária Lda (AlmaVerde Management) and its employees reserve the right to determine the extent of the losses, breakages or damages and/or the number of hours of additional cleaning required at the hourly rate of 11€ per hour plus IVA (value added tax) at the applicable rate.

### Arrival and Departure Times

Check-in at the Reception Building is available between 3.00pm and 6.00pm, Monday to Saturday. Your villa will not be available before 3.00 pm unless an earlier check-in is specifically requested and confirmed in writing prior to arrival. If your arrival time is likely to be outside of these hours, it is imperative that you inform AlmaVerde Management, so that they can make alternative arrangements for you to access Villa Lara

Villas should be vacated by 10:00 am on the day of departure, unless a later check-out is specifically requested and approved in writing prior to arrival. A significantly earlier check-in or later check-out time may be subject to an additional part-day charge.

## Cancellation

The following cancellation terms will apply:-

Written cancellation received by us:	Charges
56 days or more	30% deposit
56- 30 days	50%
30-14 days	80%
14- 1 day	100%

## Travel Insurance

We strongly recommend that you take out personal travel insurance for all members of your party. If you cancel for any reason covered by your policy you may be able to re-claim your cancellation charges from the insurance company.

## Behaviour

AlmaVerde prides itself on creating a harmonious environment for all guests and residents to enjoy. Please respect this ethos and act accordingly. The company reserves the right at any time to terminate your stay or that of any members of your party due to misconduct. No refunds will be given. Furthermore the company shall be under no obligation to pay compensation or meet any costs or expenses incurred as a result of your stay being terminated.

By confirming your booking with AlmaVerde you undertake to accept responsibility for any losses, breakages or damages to the contents of the villa, to the villa itself or to any property owned by AlmaVerde that may be caused by you or any other member of your party. Payment for any such losses, breakages or damages will be deducted if full from your security deposit, and any shortfall in such payment shall be rectified at the time, directly to the reception.

## Problems & Complaints

If you require any assistance during your stay, please notify the AlmaVerde Management reservations or hospitality team, who will endeavour to resolve any problems as soon as possible. If you remain dissatisfied for any reason, please notify the Hospitality Manager in writing within 28 days of the end of your stay. Each villa also has an official Complaints Book to be used in accordance with Portuguese legislation.