Terms of Booking & Booking Deposit

By placing a booking with us, Casa Principal, you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

Coronavirus Guidance & Restrictions

The following Coronavirus guidance and restrictions are in place at this accommodation, in accordance with the current national and local Government guidance. You should check with your airline and government the requirements to enter and leave Portugal if applicable

Booking Process

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests in Apartment 1 is 6. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

We do not accept stag or hen parties.

Deposits & Payment

To secure any booking we require a deposit to be paid in advance, this deposit amount is 20% of the total holiday cost and will be indicated on your booking form. This must be paid within 7 days of booking, reservations will not be held after this time.

Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set out here within.

The balance of cost for the holiday must be paid before 2 weeks (14 days) before the arrival date. Failure to pay the balance by the due date does not guarantee your booking and we will then re-market the holiday with no refund of deposit.

Payments can be made by bank transfer or PayPal. Any charges raised against us by our banks for handling dishonoured bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

Cancellation, Returned Deposit & Non-Arrival Conditions

Guests who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions:

* Cancellation made 2 weeks or more in advance of arrival date = Full deposit refund
* Cancellation made under 2 weeks of arrival date = No refund of deposit or balance paid, however we may be able to transfer the holiday to other dates.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit and balance paid. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare and unlikely event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment to us already made.

House Rules

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. Quiet time is between 22.00 and 09.00. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

Please read the attached pool rules.

Check-in & Check-out

Guests must check-in and check-out by the times stated below.

* Check-in by: 15:00pm and before 19:00pm on day of arrival (please inform us if you are not able to check in within this time)
* Check-out by: 10:00am on day of departure

WiFi Fair & Appropriate Usage Policy

Where Wi-Fi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is MEO fibre and intended for general use such as access to the world wide web, email, messaging, social media. As we are in rural Portugal it is now high speed and it is not intended or ideally suited for media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge per key.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the guest, otherwise collection can be arranged.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is only allowed in designated areas. No smoking allowed in the property, tent, pool or hot tub.

No recreational drugs permitted in the grounds or property.

Pets & Service Dogs

We do not accept pets throughout the accommodation.

Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk. Please inform us if you are bringing more than one vehicle.

Local Law

Under Portuguese law, we are required to register our paying guests with the Portuguese Border Control, ‘Serviço de Estrangeiros e Fronteiras’, (SEF). The communication is made to SEF through the online electronic platform, SIBA - Sistema de Informação de Boletins de Alojamento.

Within 3 days of arrival we need to submit your

* Full Passport/ID Card Information
* Address
* Country of Residence

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

House Rules

Quiet time between 22.00 and 09.00

Pool or hot tub rules to be adhered to at all times.

Pool towels to be used for the pool (no apartment towels to be used outside please).

No stag or hen parties.

No Business parties.

Strictly no smoking in the apartment or tent, smoking is permitted outside.

No recreational drugs.

All rubbish and recycling needs to be disposed of in the appropriate and provided areas.

All damage/breakages to be paid for in full.

Only paying guests stipulated at the time of booking may stay in the apartment, no other family members or friends are permitted to visit unless agreed with the owners and if staying overnight will incur an extra charge.