



## **Casa Velha - Terms & Conditions**

While using or visiting this website, and its contents and services, the User agrees to accept and comply with the below Terms and Conditions, if you do not agree with our Terms and Conditions, you must immediately cease to use our website.

### **1. INTRODUCTION**

1.1 This website is property of CASA VELHA DA AMIZADE, UNIP LDA company with registered address at Estrada de Santa Eulália, Sem Número, 8200-269, Albufeira, registered in the Commercial Registry Office of Loulé under registration and taxpayer number 516685325.

1.2 These General Terms and Conditions apply to all offers, reservations and agreements regarding all accommodations rented by CASA VELHA DA AMIZADE, UNIP LDA. We reserve the right to modify, add or remove portions of the Terms and Conditions at any time; update, modify or terminate the Contents and Services under any reason and without previous notification at any time; modify, replace, refuse access to the website and its services, suspend or discontinue them partially or totally. These changes will be effective from the day that they are posted on this website.

1.3 In these Terms and Conditions the term 'guest' is understood as the person with whom CASA VELHA DA AMIZADE, UNIP LDA has made an agreement regarding the use of accommodation.

1.4 Agreements deviating from these General Terms and Conditions are only valid if agreed upon in writing.

### **2. RESERVATIONS**

2.1 CASA VELHA DA AMIZADE, UNIP LDA only accepts reservations made by people of 21 years or older, and at check-in it is required for every guest to present an identification document.

2.2 CASA VELHA DA AMIZADE, UNIP LDA will send the guest a confirmation email after the reservation has been processed. The guest must check if all data is correct as soon as it is received. Any inaccuracies must be communicated to CASA VELHA DA AMIZADE, UNIP LDA immediately.

2.3 If the guest does not receive a written confirmation by email within 3 business days after

the reservation is made, they must immediately contact the reservation department of CASA VELHA DA AMIZADE, UNIP LDA.

2.4 A reservation is confirmed as soon as the guest receives a confirmation email from CASA VELHA DA AMIZADE, UNIP LDA. However, CASA VELHA DA AMIZADE, UNIP LDA reserves the right to refuse the reservation within 3 business days after its confirmation. If the reservation is refused by CASA VELHA DA AMIZADE, UNIP LDA within those 3 business days the total amount of the reservation will be refunded to the guest, by the same method in which the payment was made. CASA VELHA DA AMIZADE, UNIP LDA is not obliged to pay any further compensation.

### **3. CHANGES TO THE AGREEMENT**

3.1 CASA VELHA DA AMIZADE, UNIP LDA is not obliged to accept any request from the guest that goes against the terms and conditions stated in this document.

3.2 In the unlikely event that the accommodation reserved by the guest is or becomes unavailable, CASA VELHA DA AMIZADE, UNIP LDA is entitled to provide the guest with an equivalent replacement accommodation, to be determined by CASA VELHA DA AMIZADE, UNIP LDA, which the guest is obliged to accept, without them being entitled to any discount or compensation.

3.3 The guest is forbidden to allow the accommodation to be used by others than the persons mentioned in the reservation, under any name whatsoever and for any reason whatsoever, unless otherwise agreed in writing with CASA VELHA DA AMIZADE, UNIP LDA.

### **4. PRICES**

4.1 Discounts and/or special offers can no longer be used if the confirmation of the reservation has already been sent by CASA VELHA DA AMIZADE, UNIP LDA.

4.2 All accommodation charges, unless otherwise described, include administration costs and cleaning costs.

4.3 All prices are, where applicable including VAT, unless otherwise stated. However, CASA VELHA DA AMIZADE, UNIP LDA is entitled to charge an extra amount to the guest in order to pay for excessive energy or water consumption, damage to the accommodation or any of the items contained within it.

### **5. PAYMENTS**

5.1 In the moment of making the reservation the guest must pay a non-refundable deposit of 50% of the total amount.

5.2 The remaining amount must be paid by the guest 30 days before their arrival day, the guest will receive an email by CASA VELHA DA AMIZADE, UNIP LDA requesting the payment for the remaining non-refundable 50%.

5.3 When a reservation is made within 30 days before the arrival day, the full amount must be paid immediately, this payment will be non-refundable.

5.4 If on arrival the total amount of the reservation has not yet been fully paid to CASA VELHA DA AMIZADE, UNIP LDA, the guest must pay it on-site. If this payment is not made CASA VELHA DA AMIZADE, UNIP LDA holds the right to deny the use of the accommodation to the guest.

5.5 If the payment for the reservation was made by the guest, but until the day of arrival the amount still hasn't been received in the bank account of CASA VELHA DA AMIZADE, UNIP LDA, the guest must pay the outstanding amount on-site, exclusively by card. If this is not

fulfilled CASA VELHA DA AMIZADE, UNIP LDA has the right to deny the use of the accommodation to the guest. Later if the first amount paid by the guest is received in the bank account of CASA VELHA DA AMIZADE, UNIP LDA a refund of the duplicated amount will be processed to the guest through the same method in which the first payment was made.

## **6. ARRIVAL AND DEPARTURE**

6.1 The rented accommodation will be available to the guest on the day of arrival, stated in the reservation confirmation, from 16h onwards. On the agreed day of departure, stated in the reservation confirmation, the guest must leave the accommodation before 11h.

6.2 Upon arrival the guest must go to the reception for us to scan the identification documents of all the people that are staying in the apartment, and to provide us with an emergency contact number and email. Then we will give them their designated apartment keys.

6.3 If the use of the accommodation is terminated earlier than on the agreed date, as stated on the reservation confirmation, the guest is not entitled to a refund or any other type of further compensation.

6.4 The guest must leave the accommodation clean and tidy on departure. This will be further explained in the cleaning guide portion of the guest info book that every guest will receive through email prior to their arrival.

## **7. REGULATIONS**

7.1 Each accommodation may only be occupied by the maximum number of people stated in the guest reservation confirmation. If the maximum number of persons is exceeded (without permission) CASA VELHA DA AMIZADE, UNIP LDA can terminate the agreement immediately without any compensation to the guest.

7.2 For necessary maintenance the guest will allow work to be carried out inside their accommodation or other facilities around it during their stay, without the right to any compensation.

7.3 CASA VELHA DA AMIZADE, UNIP LDA withholds the right to enter the guests accommodation at all reasonable times.

7.4 The guest is prohibited from making noise that may disturb others on the property at all times.

7.5 The guests can only park vehicles at the designated parking spots. Parking in the gardens or on the lawn is prohibited.

7.6 In case of violation of any of the rules included in these Terms and Conditions or non-compliance with instructions of the staff, CASA VELHA DA AMIZADE, UNIP LDA has the right to remove all guests from the apartment, without providing a refund or any other type of compensation.

## **8. ACCOMMODATION USE AND INVENTORY**

8.1 The guest will have a time limit of 2h after entering their assigned accommodation in order to check if any of the inventory is damaged, if they find anything damaged they need to notify the reception as soon as possible. The damage will be repaired within 2 working days after the day on which the report was made. In this case the guest is not entitled to any discount or compensation.

8.2 The guest and those who accompany him are liable for any breakage, loss, or damage to the inventory of their assigned accommodation. Any damage must be immediately

reported to CASA VELHA DA AMIZADE, UNIP LDA and the equivalent amount will be paid by the guest immediately, unless the guest can prove that the damage was not done by himself, or any other members of his party.

8.3 The guest is also responsible for leaving the apartment clean and tidy before departure, following the cleaning guide provided in the guest info book. If the apartment is dirty after the guests' departure CASA VELHA DA AMIZADE, UNIP LDA will be forced to charge them an extra cleaning fee.

8.4 In the event of the guest losing the key to enter their rented accommodation, or to their safe, the costs of a new lock, including keys, will be charged to the guest immediately.

## **9. PETS**

9.1 Pets or service animals are not allowed on the grounds of CASA VELHA DA AMIZADE, UNIP LDA.

## **10. INTERNET USE**

10.1 CASA VELHA DA AMIZADE, UNIP LDA offers free access to the internet via a Wi-Fi network inside the apartments and in the pool area, exclusively for guests of the propriety.

10.2 CASA VELHA DA AMIZADE, UNIP LDA is not liable for damage resulting from the use of the internet or due to network failures.

10.3 In the event of insufficient or non-functioning of the internet via a Wi-Fi network in the apartment or in the reception area, the guest is not entitled to any compensation.

## **11. DAMAGE FEE**

11.1 Guests only pay if they cause damage during their stay, CASA VELHA DA AMIZADE, UNIP LDA holds the right to charge them up to EUR 200 per apartment. At the end of the guests stay, a member of our staff will check if the apartment is clean and tidy (according to the instructions in the cleaning guide provided in the guest info book) and if nothing was broken or damaged. In the event of non-compliance with the obligations listed above CASA VELHA DA AMIZADE, UNIP LDA holds the right to charge the guest with an amount up to EUR 200, to in order to replace the lost, broken or damaged items, or pay for an extra cleaning fee in case the apartment was left dirty.

## **12. CANCELLATION**

12.1 The guest will be charged 50% of the reservation upon booking, the remaining 50% will be charged 30 days before arrival, all the payments made to CASA VELHA DA AMIZADE, UNIP LDA are non-refundable.

12.2 If you have not arrived within 24 hours of the agreed arrival date without further notice, this will be considered a cancellation and you will be charged the full price of your reservation.

## **15. LIABILITY**

15.1 CASA VELHA DA AMIZADE, UNIP LDA accepts no liability for the theft, loss or damage of guests personal property, of whatever nature, during their stay, inside of their assigned accommodation, or outside all throughout the propriety.

15.2 CASA VELHA DA AMIZADE, UNIP LDA accepts no liability for unexpected (construction) activities in the surroundings of our property, or noise caused by construction work on the main roads, neighbours or cars.

15.3 Evident errors or mistakes on its website as well as obvious typing errors do not bind CASA VELHA DA AMIZADE, UNIP LDA.

15.4 The guest is deemed to be aware of local laws and regulations. CASA VELHA DA AMIZADE, UNIP LDA is not liable for the consequences of a possible local law violation done by the guest.

15.5 CASA VELHA DA AMIZADE, UNIP LDA is not liable for damage, injury, theft, personal injury, etc. To the guest in respect of services purchased by the guest from third party providers, such as bicycle rental, car rental, boat trips etc.

15.6 If the accommodation is not used with due diligence or if it is not left in a good condition, the associated (extra) costs will be charged directly to the guest.

## **16. CANCELLATION BY CASA VELHA DA AMIZADE, UNIPESAOAL LDA**

16.1 In the event of force majeure or unforeseen circumstances, CASA VELHA DA AMIZADE, UNIP LDA is entitled to cancel the guests reservation. Unforeseen circumstances and force majeure are understood to mean:

- a. That the Accommodation is no longer suitable for rental (for example: due to water damage, fire or other circumstances outside of CASA VELHA DA AMIZADE, UNIP LDA control).
- b. That the Accommodation is no longer available (for example, due to an overbooking or duplicated reservation of the apartments rented by the guest).
- c. CASA VELHA DA AMIZADE, UNIP LDA will immediately inform the guest if any of the above circumstances arrive either by telephone or through email, as soon as possible.
- d. Regarding the above CASA VELHA DA AMIZADE, UNIP LDA will try to offer to the guest an equivalent Accommodation. If no suitable alternative offer can be made, or the guest does not agree with the alternative offered, CASA VELHA DA AMIZADE, UNIP LDA will refund the guest the full amount of the reservation, without CASA VELHA DA AMIZADE, UNIP LDA being liable to pay any further compensation to the guest.

## **17. COMPLAINTS**

17.1 Despite all efforts of CASA VELHA DA AMIZADE, UNIP LDA to give you the best holiday possible, you may still consider that you have a justified complaint regarding your holiday accommodation and / or the services provided by CASA VELHA DA AMIZADE, UNIP LDA. Complaints about inventory damage or cleaning of the accommodation must be reported within 2 hours after the accommodation has been entered.

17.2 All complaints should be reported to the reception of CASA VELHA DA AMIZADE, UNIP LDA. If the complaint is not handled to your satisfaction, you will have the opportunity to file the complaint in writing directly at the reception in our complaint book, or via email at [info@casavelha-apartments.com](mailto:info@casavelha-apartments.com) until 1 month after departure, mentioning your reservation number, name and the date of your stay.

## **18. APPLICABLE LAW**

18.1 The agreement between the guest and CASA VELHA DA AMIZADE, UNIP LDA is exclusively governed by Portuguese law.

## **19. GENERAL**

19.1 With these terms and conditions, all previous ones expire.