

# Algarve Villa Rentals

## TERMS AND CONDITIONS OF RENTAL

1. **ARRIVAL & DEPARTURE** - Check-in time is not before **16:00** and checkout is no later than **10:00**. No early check-in or late checkout please as our team must be allowed to clean and prepare the Villa for your stay and for those guests arriving after you depart. Regrettably, we cannot accommodate any early drop-off of luggage or for any luggage to remain on site after your departure time. The pool and garden is not accessible after your departure time.
2. **LEGAL REQUIREMENTS – Portuguese immigration and holiday letting laws require the return of a SEF form for all non-Portuguese guests, including children – this is MANDATORY for all paying guests. We will not release directions to the Villa, nor access information unless these forms have been returned for ALL your travelling party, including shorter-term visitors you may have booked (and paid) for. You will not be permitted access to the Villa until/unless the SEF forms have been submitted. Portuguese clients are required to submit one NIF for any booking greater in value than 999€**
3. **ACCESS TO PROPERTY DURING YOUR STAY – Our housekeepers must be allowed access to the property during your stay. They are required by the owners to visit and undertake their duties; please do not request they not attend – if you do not wish our housekeepers to attend during your stay, please do not make a booking. You may NOT refuse access to the garden and pool by our Gardener and Pool Maintenance Company. Both will visit once a week. If you do not wish for them to attend, please do not make a booking. Any refusal to allow access will result in a charge to you for the fees of any failed visit**
4. **SMOKING** – The Villas are NON-SMOKING properties – if it is found that there has been smoking in the property, the owners will retain the total of the damage deposit paid/agreed
5. **PETS** – accompanying pets are not permitted
6. **PAYMENT** – If booking direct, an advance payment equal to 20% of the rental rate is required upon booking. The advance payment will be applied toward the rent. If booking through a third-party website, a deposit may be up to 25% depending on the site's policies. The advance payment is not a security deposit. The balance of rent is due forty-two (42) days before your arrival date.
7. **CANCELLATIONS – Direct bookings with AVR** – Any booking cancelled at least **sixty (60) days before arrival** will get back 100% of the amount paid. Cancellations between **thirty (30) and sixty (60) days before arrival**, will get back 50%. If you cancel **fewer than thirty (30) days before arrival** you will not receive a refund apart from any damage deposit paid. Early departure does not warrant any refund of rent. **Bookings made via any other listing site** – bookings made on a third-party site are subject to the cancellation policy on that site and accepted at the time of booking
8. **COVID-19** – Bookings made after 1<sup>st</sup> April 2020, and the declaration of a worldwide pandemic, are subject to the same terms and conditions as in paragraph 7. Changes to national government travel policy of either Portugal or any other nation state after the booking is made, or one or more guests testing positive for COVID prior to travel will **NOT** invalidate the booking. You should refer any losses incurred as a result to your travel insurers.
9. **MAXIMUM OCCUPANCY** – The maximum number of guests is limited to – Villa Quina eight (8) persons (plus up to 2 babies using cots) and Villa Susana six (6) persons (plus up to 2 babies using cots). If you have booked for fewer than eight (Quina) or six (Susana) persons, and your price has been calculated on this basis, should you bring more than the number of people booked, you will be invoiced for the additional occupation at the prevailing rates. We reserve the right to withhold repayment of the damage deposit pending full payment should this situation arise. We reserve the right to refuse you check in if more persons are present on arrival.
10. **BED LINEN AND TOWELS** – Rates include all linen & towels, including designated beach towels. **You must not remove any white linen or towels from the Villa, this includes bedspreads and chair coverings**
11. **RATE CHANGES** – Rates subject to change without notice, this will not affect any bookings prior to the rate change.
12. **FALSIFIED BOOKINGS** – Any booking obtained under false pretence will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check in.
13. **WI-FI** – We cannot guarantee availability or speed of internet access and are not responsible for failure of utilities outside our control, or guest user error. The inaccessibility of wi-fi will not invalidate the rental agreement.
14. **FIREPLACE** – Please do not use the fireplace or throw any paper or other combustible materials in the fireplace.
15. **DO NOT FLUSH** anything other than toilet paper. No feminine products/nappies should be flushed at any time. If it is found that feminine products/nappies have been flushed and clog the septic system, you could be charged damages of up to two hundred Euros (€250).
16. **TRAVEL INSURANCE** - We recommend you take out travel insurance for your trip.
17. **PROPERTY** - If the Property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage) then we will inform you immediately and any monies paid will be refunded in full. In such a situation we cannot be held liable for any costs, over and above any deposit or rent, which may be incurred due to such an occurrence including, but not limited to, flights, car hire, and planned activities.
18. **STATE OF PROPERTY** - When booking you agree to keep the property and all the furniture, fixtures, fittings and effects in or on the property in the same state of repair as at the beginning of the holidays and must leave the property in the same state of repair. cleanliness and general order in which it was found. You must report any damage or breakage made during your holiday occupation.
19. **HOUSEKEEPING** – Our Housekeepers do not provide a private 'maid' service during your stay, they will change linen and towels for you, and conduct a general clean but they are not required to wash up or clean up in cases where the Villa is in a state of general untidiness. We reserve the right to withdraw housekeeping services during your stay if the Villa is in an unfit state whereby our Housekeepers cannot conduct their normal duties, in which case this will be reported to the House Manager immediately.
20. **WRITTEN EXCEPTIONS** – Any exceptions to the above-mentioned policies must be approved in writing in advance