

GENERAL TERMS AND CONDITIONS

GENERAL

The prices quoted are in Euros. The price is per week and rentals run from Saturday to Saturday (unless agreed to the contrary). The minimum stay is one week. The price covers the stay of up to 8 people. Bath towels, bed linen, kitchen towels, bath towels for the sun loungers, welcome pack and all utilities costs are included in the week price. In case of rental in the period from October to the end of April, electricity will be charged separately at a rate of 0.25 Euros per kWh. Compulsory cleaning costs per reservation: 120 Euros. Security deposit per reservation: 500 Euros.

PAYMENT

40 % to be paid on reservation to account number IBAN BE97 6451 0018 3049 – BIC JVBABE22 within 5 days, if not the reservation will be cancelled. The balance shall be paid no later than 8 weeks before arrival together with the security deposit (500 Euros) and the fee for cleaning at the end of your stay (120 Euros). If reservation is less than 8 weeks before the arrival date, the entire sum, the security deposit (500 Euros) and the cleaning fee (120 Euros) shall all be paid within 5 days of making the reservation, if not the reservation will be cancelled. Before you make a reservation, please read the information below carefully.

RESERVATION

Please send us your reservation by e-mail. Casa Do Cerro does not charge a booking fee. Each reservation is confirmed by Casa Do Cerro by means of a reservation confirmation. A reservation is not final until it has been confirmed in writing (by e-mail) by Casa Do Cerro. A confirmed reservation is final and cannot be revoked. The 'Distance Selling' Regulations, in particular the 14-day right to cancel stipulated in them do not apply to transport purchased via the Internet. The regulations make an exception for the tourist sector due to the specific nature of the services provided, following the European Distance Selling Directive which also stipulates an exception for services that provide accommodation.

LIABILITY OF THE LESSEE

During your stay at the holiday home, the lessee is fully liable for the holiday home rented, its furnishings and anything that belongs to the property rented. Casa Do Cerro is entitled to always and even subsequently hold the lessee liable if the damage caused is not settled or not settled properly or the costs to be paid are not paid (in full) by the lessee. Any (collection) costs involved shall be entirely borne by the lessee named in the reservation confirmation. Any house rules present at the holiday home and/or provided are an indissoluble part of the rental agreement and as such must be closely observed. In case of late payment, Casa Do Cerro is entitled to cancel the reservation for the holiday home. Any money already paid will not be reimbursed. Please note: the cancellation conditions remain in full force.

GENERAL TERMS AND CONDITIONS

CANCELLATION BY THE LESSEE

Cancellations must be sent by e-mail to Casa Do Cerro. From the reservation date until eight weeks before the starting date of the rental, we will charge you 30% of the rental cost. As of the eighth week before the starting date of the rental, we will charge you 100%. You will also pay a 25-euro administration fee.

LIABILITY OF CASA DO CERRO

Casa Do Cerro is not liable for any loss, theft, damage, or injury of any nature caused to or by the lessees. Any information on the website is informative. As a result, any previously published information becomes null and void. Casa Do Cerro is not liable for damage that occurs due to acts of God, natural disasters, nuclear disasters, terrorist attacks, strikes, violence, and coming into contact with an airplane or parts thereof. Any information on the website is binding. As a result, any previously published information becomes null and void.

OTHER PROVISIONS

The maximum number of people permitted is 8. The number of people may not be exceeded without prior permission from Casa Do Cerro. It is strictly forbidden to smoke inside the house. Pets are not allowed. Not respecting the general terms and conditions may lead to the security deposit not being returned.

ARRIVAL AND DEPARTURE

The lessee will receive the keys on the arrival date and on departure shall return the keys at the address stated on the reservation confirmation. Please call telephone number 00351 (0)966/597 505 approximately 1 hour before arrival. You will then be welcomed to 'Casa Do Cerro' on your arrival with a meet and greet by Paulo who will give you a guided tour of the villa and provide you with any necessary information. Check-in is possible on Saturday as of 16:00. If you are going to arrive after 16:00, please inform Paulo. If the lessee does not arrive within 48 hours of the check-in time, the reservation will be considered to have been cancelled, without any right to reimbursement of the rental sum. Check-out time is Saturday before 10:00. On arrival and departure, the lessee will check the house together with the lessor, if necessary with the aid of an inventory. We will do our utmost to make your stay as pleasant as possible. However, if the lessee has comments during the 'meet and greet' he can make them to Paulo. Paulo will be present at the check-out time agreed upon to take back the keys. Departure without leaving the keys with Paulo will result in the security deposit not being returned. If the lessee unilaterally decides to terminate the rental period prematurely, for whatever reason, none of the rent will be reimbursed, except the security deposit (see rules below). The security deposit, with the exception of any sums to be deducted, shall be returned by means of a bank transfer to an account number (IBAN + BIC) to be indicated by the lessee within 8 days of the end date of the stay. Any loss, damage to the house or its contents shall be deducted from the security deposit.