



## GENERAL TERMS & CONDITIONS OF ALL OFFERS

### PRICE INFORMATION

Prices are per night; for occupancy of two adults in studio and one-bedroom flats, and four in two-bedroom flats. Other typologies not mentioned will be according to booking proposal.

### F&B

Any discounts given locally in the resort on food and beverages are deducted directly from the normal rates; unless it is a specific case where it is deducted from the guest's account during check-out. A meal plan with breakfast or half board (daily dinner) is available upon online booking at a special price; this price is valid for online pre-bookings only and will not be valid after check-in. Consumptions can be signed to the apartment or paid in the outlets by card only.

### CHILDREN AND CATERING

Children up to 12 years old associated with these bookings can benefit from seasonal discounts, on the same meal plan as adults. If discounts are involved, they will be automatically calculated into the final price of the online booking. Beverages are not included in meal plans unless specified by the resort. No food or beverages brought into the resort (outside purchases) may be consumed in any of the resort's public areas without the express written consent of the resort's Management and for which a fee may be charged.

### MAXIMUM OCCUPANCY OF FLATS

TO: allows a maximum occupancy of 2 adults and 2 additional guests in sofa bed. T1: allows a maximum occupancy of 2 adults and 2 additional guests in sofa bed. T2: allows a maximum occupancy of 4 adults and 2 additional guests in sofa bed. T3: allows a maximum occupancy of 8 adults and 4 additional guests in sofa bed.

### DRESS CODE AND BEHAVIOUR

The dress code in all public areas of the Resort should be smart casual. Guests are only permitted to wear swimwear in the Resort pools. When frequenting other public areas, guests must be fully dressed and in accordance with our dress code policy. The resort reserves the right to assess acceptable levels of noise or guest behaviour and shall take the necessary steps to correct any inappropriate behaviour or posture. In the event of failure to comply with management requests, the resort may cancel the reservation or discontinue any event immediately without being liable for any refund or compensation. It is the resort's policy not to discriminate based on colour, nationality, ideals, gender, marital status, age, ethnic origin or disability. Guests, employees and all sub-contractors must adhere to this policy and the resort may, without incurring any liability to the guest, remove from the resort any person or persons who offend against this policy.

### PAYMENTS

Payment methods accepted at the resort: debit and credit card (we accept most cards), no cash or cheque payments will be accepted. Bookings must be guaranteed by a credit card and are subject to prior authorisation by the resort to verify their validity. A seasonal deposit of 20% of the total stay (non-refundable), for stays from May to October, must be made at the time of booking. In this case, payment will be charged to the credit card provided at the time of booking. If you do not provide valid payment details, the resort reserves the right to consider the reservation unconfirmed and it will become void. Full pre-payment may be requested by the resort, if this is the case, you will receive a written notification given by the Reservations Department. Payment of the total reservation, if not prepaid, is charged upon arrival. A credit card pre-authorisation of EUR 50 per day (up to a maximum of EUR 150 per flat) will be required at check-in to cover possible consumables and/or damages caused to the property - refunded upon check out if not. All major credit and debit cards (after check-in) are accepted. Credit facilities are not offered to individuals. **In case of misplacement of the flat keys, an additional fee of 90€ will be charged.**

### CANCELLATIONS, CHANGES, NON-ARRIVAL AND EARLY DEPARTURES

Cancellations and changes to bookings made online can be made via the resort's official website or by calling the Reservations Department on +351 289 301 170 (weekdays from 9:00 to 18:00 local time). When the booking is confirmed, a booking number will be generated and provided with the booking confirmation (sent via email). This must be retained for access to the booking in case of need for cancellation and/or amendment. Bookings (except for summer) can be cancelled 72 hours prior to arrival without penalty, in case of cancellation within 72 hours of arrival time, 50% of the total stay will be charged (any deposit paid is non-refundable). Bookings made from June to October, can be cancelled, without penalty, up to 14 days prior to arrival, after which 100% of the total stay will be charged (any deposit paid is non-refundable). In case of non-arrival and/or early departure, any deposit paid is non-refundable and the total stay will be charged. Standard payment terms apply to all cancellation fees. For this purpose, the resort reserves the right to offset the amount payable for such cancellation against the guest's credit card, without prior notice or guest approval, where applicable. However, a written notification of such charge will be sent to the guest. A cancellation number will be provided at the time of cancellation, and this should be kept for reference.

### ARRIVALS AND DEPARTURES POLICY

Check-in time is from 17:00 until 24:00; check-out must be done by 10:00. Flats are booked until midnight on the day of booking, if you do not show up on time, the resort reserves the right to consider the booking cancelled and release the flat for rebooking. For guests checking out after 10:00, the resort reserves the right to charge an additional night, quoted according to the best available rate at the time.

### SMOKING POLICY (VAPING INCLUDED)

In line with changing Portuguese legislation, the resort operates a NO SMOKING/ VAPING policy in all indoor areas including guest flats, indoor public areas and corridors. When smoking on your balcony, please ensure that you prevent smoke from entering the flat. For resident guests who do not comply with our NO SMOKING/ VAPING policy, a fee of €400 will be charged to facilitate the cost of cleaning all furniture to remove tobacco or vaping odour. Designated smoking areas have been allocated within the outdoor grounds of the resort - please enquire upon check-in. We appreciate your co-operation with this Smoking Policy.

### PETS

Pets are not allowed in the Resort, except as provided for in Decree-Law 74/2007, of 27 March, for assistance dogs.

### PARKING

The resort has its own car park, free of charge for resort guests and according to the availability of parking spaces. The resort is not responsible for damage, theft or robbery of vehicles parked on the resort premises. The use of electricity to charge vehicles is not authorised.

**Vilamouragest – Gestão de Empreendimentos Turísticos, Sociedade Unipessoal, Limitada**

Estabelecimento: Four Seasons Vilamoura – Rua da Holanda (Apartado 507), 8125-908 VILAMOURA

Sede: Rua Vale Formoso nº 224 8135-148 Almancil

Tel.289301170 (Chamada para a rede fixa nacional) Fax: 289389679

Contribuinte nº 507780450 – Capital Social: €30.000 (realizado) – Cons.Reg.Comercial Lisboa-Mat. Nº 507780450

**VilamouraGest**



#### **AVAILABILITY & OVERBOOKINGS**

A limited number of suitable flats may be allocated at rates, packages, or promotions and when these allocations are taken up, the remaining available flats may be offered at a higher price. Rates are not applicable to groups (more than 10 flats). In the event of unforeseen circumstances of the resort being overbooked, or unable to hold flats in accordance with this policy, the resort will meet the cost of the affected guests' stays in hotels of comparable or higher category in the area for the oversold night(s). Rates are correct at the time of publication but may change without notice except for confirmed bookings. Confirmed bookings will not alter other than to reflect any changes in tax.

#### **CLAIMS AND LIABILITIES**

Four Seasons Vilamoura Resort is an independently ran Resort and has no affiliation with any international hotel chain. Any comments or complaints regarding the stay should be made at Reception or to the resort's duty manager at the time of the visit, so that the matter can be resolved immediately. In the event of death or personal injury caused by the resort's negligence, the resort's liability to the guest is limited to the price of the booking. Unless the resort is liable under the above clause, the guest indemnifies the resort for any claims or damages resulting from or arising out of the guest in connection with their booking. The Resort is not responsible for valuables left in the flats. The resort shall not be liable for failure to perform if the failure is caused by any external factor beyond its reasonable control. The resort reserves the right to charge guests for the cost of rectification of damage caused by the wilful, negligent, or reckless act, omission, or neglect of guests in relation to the property or structure of the resort. Should this damage become public after your departure, the resort reserves the right to charge the guest's credit card or send an invoice in the amount necessary to compensate or repair any damage. The resort will endeavour to keep any costs the guest may incur to a minimum. The resort is subject to statutory controls including those relating to fire, licensing, entertainment, health, hygiene and safety. All terms shall be construed in accordance with Portuguese law and the resort, and the guest submit to the non-exclusive jurisdiction of the Portuguese courts.

Third party liability: The resort accepts no liability for services provided by third parties to guests, notwithstanding that such services may be organised by the resort. Any claim, demand, collection, or damages that may be incurred by the guest (or any person who is involved) will be made directly with such third party and the resort will provide all reasonable assistance required.

Improvements, maintenance and changes to the hotel facilities and grounds take place throughout the year. We will always do our best to ensure guests are not inconvenienced. No compensation will be paid if a facility is not available, but we will do our best to provide a suitable alternative. During quieter periods services and timings can be reduced.