

## Terms & Conditions for Dunas Douradas Beach Club Rentals

By providing your personal information, you are aware of and consent the processing of your personal data in accordance with our privacy and data protection policy available at <https://www.ddbc.pt/index.php/en/privacy-policy> as well as these Terms and Conditions.

When making your reservation, it means that you are aware and agree of its contents and its implications.

### 1. Accommodation

When making a reservation, the guest has the option to choose a type of accommodation, subject to availability. The apartments are sorted by area, typology and per level floor (ground floor or first floor).

It could happen that before the arrival or even on the arrival the apartment be swapped. In this case, the guest will be allocated to another unit of equal or superior category.

### 2. Payment methods

Payment by credit card: A Form will be send by email and should be filled with the credit card details, signed and returned. The deadline for the 1<sup>st</sup> payment is 3 days after the booking confirmation date. If the payment is not done during this period the booking cannot be confirmed and could be cancelled. The rental department will send an e-mail informing that due to the fact that the payment was not done the booking will be cancelled.

Payment by bank transfer: please contact the reservations department in order to have access to the bank details before the payment deadline. The deadline for this payment is 3 days since the booking confirmation date and a copy of the bank transfer should be sent to the following email: [rentals@ddbc.pt](mailto:rentals@ddbc.pt). If the payment is not done during this period, the booking cannot be confirmed from us and could be cancelled. The rental department will send an e-mail informing that due to the fact that the payment was not done the booking will be cancelled.

### 3. Payment terms

Booking payments should be done according to the following schedule:

- For bookings with more than 90 days to the arrival date, the payment schedule is: **20%** of the total amount of the booking in the next 72 hours from the booking confirmation; **40%** of the total amount of the booking 90 days before the arrival date and finally 40% of the total amount 45 days before the arrival date.
- For bookings with less than 90 days to the arrival date, the payment schedule is: **50%** of the total amount of the booking in the next 72 hours from the booking confirmation and the final **50%** of the total amount 45 days before the arrival date.
- For bookings with less than 45 days to the arrival date, the payment schedule is : 100% in the next 72 hours from the booking confirmation.
- For bookings with less than 72 hours, the full payment will be request when the booking is done.

#### **4. Non-payment**

If payment is not received on the dates mentioned in the previous point, the guest will be informed by e-mail and one attempt to charge the amount due will be made within 24 hours. If it is not possible again to obtain the payment, a second e-mail will be send and the guest will be immediately contacted by a member of the reservations department. Failure in the payment of the booking according to the scheduled dates leads to the cancellation of the reservation, without right to any refund.

#### **5. Booking cancelation by guest´s initiative, changing booking dates and refund policy**

If cancellation occurs after the final payment of the reservation, the amount paid will not be refunded. To prevent loss of the applied values, we recommend our guests to arrange a booking insurance.

Additional products and services (transfers to and from the airport, extra beds, welcome packs ...) can be cancelled until the beginning of the stay and, in this case, will not be charged at check-out. Please note that there are certain products and services that are requested to be delivered upon arrival date and its cancellation with such short notice may imply that you will not be liable to a refund. Please note that golf must be cancelled up to 72 hours in advance, otherwise there will be no refund.

Bookings changes may be done, by contacting the rental department and are subject to availability.

#### **6. Procedure in case of loss and damages in the accommodation units**

Dunas Douradas Beach Club, Aldeamento Turístico SA reserves itself the right to charge the guest for losses and damages caused in any assets located in the accommodation or common areas of the resort, whether caused intentionally or negligently. The charge on your credit card may occur after the date of check-out, if only on that date the damage is known. The guest will be informed before any payment is charged.

Dunas Douradas Beach Club, Aldeamento Turístico, SA also reserves itself the right to charge on the guest´s credit card the cost required to restore any object that has been removed from the resort without permission. This may occur after the date of check-out if only at that time it was brought to our attention.

#### **7. Check-in and check-out timetable**

The time of Check-in is from 4.00 pm onwards. Earlier check-in should be requested in advance and it is subject to confirmation and availability.

Check-out must be carried out until 11.00 am on the last day of the stay. Late check-out is subject to availability and may have an extra cost.

#### **8. Maximum occupancy per typology**

The maximum occupancy allowed by typology is the following:

One bedroom apartment - two pax; it is possible to add an extra bed or a cot;

Two bedroom apartment - four pax; it is possible to add an extra bed and a cot or an extra bed and two cots;

Three bedroom apartment – six pax; it is possible to add two extra beds and a cot or an extra bed and two cots; or 3 cots;

Villas: it is possible to add three extra beds and two cots.

#### **9. Price of extra beds / cots**

The cots are for babies up to 3 years old and have no cost associated, unless they are wooden cots. In that case, the cost is € 5.00 (five euros) per night.

- Extra beds for children under 12 years are charged at € 10.00 (ten euros) per night.
- Extra beds for guests over 12 years are charged at € 60.00 (sixty euros) per night.

#### **10. PERSONAL INFORMATION ABOUT CHILDREN**

We don't collect personal information from children under of 16 years old. The personal information of additional guests under 16 years old should be provided by their parents or by the holder of parental responsibilities.

For children traveling without at least one parent, should be requested to be fully filled and signed a form provided by Dunas Douradas Beach Club.