

- 1. Rental type:** Casa Opala's properties are rented for vacation purposes only.
- 2. Arrival and departure:** Check-in time is from **16h00 (4PM)** on the day of your arrival, to ensure that the house is clean and ready to welcome you. Check-out time is **10h00 (10AM)** on the day of your departure. Enter the residence through the front door by a digital key pad (we will share the code before you arrive). The dates of your stay, stated at the end of the terms and conditions, can not be changed without our prior written agreement.
- 3. Maximum occupancy:** 4 persons (adults) per stay  
*(at an additional daily cost you may add max 2 children extra)*  
For security reasons we can not allow more guests or visitors.
- 4. Payment:** To secure your booking, 30% deposit has to be paid within 24 hrs. The total balance has to be paid within 6 weeks prior to the arrival date. If not, your booking will be cancelled. In that case we will try to re-let the house to other guests, and we will see if you qualify for a refund of your deposit as described below.
  - 4.1. Cancellation by us:** In case of a cancellation by us, because of "Force majeure", we refund 100% of the payments made.
  - 4.2. Cancellation by you:** In case of cancellation more than 6 weeks before the start of the stay, 50% of the deposit will be returned (*minus €100,- reservation fee*). No refund will be made for a cancellation within the 6-week period. We therefore recommend cancellation insurance. [www.portugaltravelinsurance.com](http://www.portugaltravelinsurance.com)
- 5. Damage deposit:** A €350,- deposit should be paid by bank transfer 6 weeks before arrival. This amount is refundable under the condition that all the terms and conditions have been respected. The house and contents must be left in good order, clean and without any damage beyond normal wear and tear. In case of damage, you agree to reimburse the total costs for special clean-up, missing items, repairs and/or replacements.

Your responsibility is not limited to the damage deposit amount.

The deposit has to be paid by bank transfer. A refund will be transferred by bank within 14 working days following your departure. Please provide us with your IBAN and further bank-details for the transfer. After receiving the credit invoice for the deposit, please sign it and email it back to us for confirmation.

  - 5.1. SEF registration (Foreign Police):** We require legible copies of passports or ID's of all guests before arrival. This can also be filled in on the form we send you for each individual guest. It is important that this is done legible.

Note: Please fill this form in clearly so it's easy to read.  
preferably typed and sent back to us a.s.a.p. minimum 14 days before arrival.

## 6. General conditions:

- We ensure that the property meets all normal standards of comfort and is clean when you arrive. Note: however that this is an old house which has been renovated, and therefore is not equipped for the elderly and people with limited mobility. Also, modern child safety features may not be implemented.
- Whilst every effort is made to ensure that statements, descriptions and particulars of the house are accurate and that it will be available to you as arranged, we will not be liable if it does not meet your personal requirements. Prior to concluding this contract you must ensure that the property is entirely suitable for all members of your party.
- During the rental period, there is an additional charge to the rental cost of € 125- per week/ stay for the utility costs (by normal use of electricity/ water /etc)& cleaning cost.
- Please let us know promptly if there are any electrical, mechanical, plumbing or other issues with the house. We will do our very best to quickly solve any problem.
- Please allow us to carry out any repairs which may appear urgent or necessary during your stay. You can not claim any indemnity or reduction in rent due to this. (This also includes the weekly pool maintenances on tuesdays & fridays.
- We expect you to maintain and clean the property, meeting normal requirements at all times. Please do not modify the house or the lay-out of the furniture in any way.
- We expect you to respect the neighbours and the rest of the neighbourhood. Please maintain noise, no-parties, loud music, meetings, over-occupancy, etc.
- We do not accept any responsibility for personal injury to occupants or loss off personal belongings. We expressly point out that all the facilities (e.g. swimming pool, kitchen, terraces, stairs, etc) are to be used at your own risk. Children must be supervised by their parent(s) or caretaker(s).
- It is not allowed to smoke inside the house or outside on the terraces.
- It is not allowed to bring animals/ pets into the house.
- It is not allowed to sub-let the house to anybody else, even if you plan to do so free of charge.
- Outdoor footwear is not permitted anywhere in the house, except for the entrance hall. Please bring flip flops or house shoes for indoor use.
- Always keep the outside and front door closed. Olhão is a safe place, but petty crime exists. Do not encourage it by leaving the outside or front door open.
- Glassware is not allowed on the terrace by the swimming pool, for safety reasons. There are plastic cups in the kitchen for use on the rooftop.
- Please take a shower before using the pool, as to keep the water clean from sunbathing oil, body lotion, make-up, etc.
- Don't keep food in the bedrooms. In this climate, crawling and flying bugs must be discouraged at all times.

- Luxury bed linen and a towel set of 5 towels per person (including a beach towel) are provided. Extra towels are available upon request.

- Always use the appropriate towels (grey hamman) for the beach. The light green towels are only for sunbathing on the roof terrace. We have this rule because sunscreen stains! Therefore, please make sure to cover all sun beds and lounge area mattresses with the light green towels only. Stained white bath towels, pillow cases and sheets will have to be replaced, and the replacement costs will come from your deposit. Replacement costs for linen are starting from:

- Duvet cover € 60
- Large sheet € 35
- Pillow case € 15
- Bedspread € 35
- Large towel (70x140) € 20
- Small towel € 15
- Terrace cushion cover € 35

-Babybed/ cot max till 3 years, High chair & linnen etc €25,- per stay /per week.

**7. Duration of stay:** We expect you to leave on the date and time stipulated (as previously stated, the check-out time is 10h00 or 10am). Penalty and legal measures apply if this would not be the case.

#### **8. Tourist City Tax :**

1st May till 31 Oct €2,00 per day max of 5 days : €10,00 per stay per guest older than 16 years

1st November till 30 April €1,00 per day max of 5 days €5,00 per stay per guest older than 16 years

At the end of your stay, please ensure that the house is in the same condition as you found it on arrival, and that all items borrowed have been returned. In particular, the kitchen should be left clean and tidy. We expect dishes and glasses to be cleaned and put away, and bins to be empty and be properly deposited off *If not we will charge € 30,- for extra cleaning costs (See in the app for the recycle/waste points : please recycle much as possible)*. Leftover food etc can be put on the kitchen top/ fridge and will be donated to the elderly in need. All wet or damp towels should be hanged up in the bathrooms and not left on beds or floor.

**9. Special requests:** Special requests must be made by email before your stay.

Confirmation and any additional costs will be confirmed by email in return.

**10. House App:** Feel free to download our app: *The Great Stay*. This app helps you to find our personal favourites for food&drinks, attractions and other useful information. The app does not require an internet connection after downloading, so you can use it in offline mode. We will sent the login code with the arrival form.

#### **11. Confirmation:**

I hereby confirm and agree that I read and respect the terms & conditions on pages 1 till 3 of the rental agreement of Casa Opala's rentals. By making the downpayment you accept this agreement.

Confirmation:	Date:
Name:	
Signature :	