

# Terms and Conditions - ALTIDO Portugal

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In addition to these general terms and conditions, there are specific policies relating to individual apartments and their surroundings. They are listed in each apartment's profile page.

## Pre Check-in

After booking an apartment the guest will receive a message on their booking portal, an email or a text message ALTIDO Portugal confirming the reservation and explaining the apartment details inside a pre-check-in form.

This pre-check-in will ask the guest for their ETA, the documents of all the people related to the stay so ALTIDO Portugal can communicate their entrance in the country to the authorities, and the credit card information so on the day of the check-in the guest is remotely charged the city tourist tax (except Airbnb guests).

Foreigners and Borders Service (SEF) - WHY WE ASK YOU

<https://siba.sef.pt/ajuda/perguntas-frequentes/#faq-04>

## Credit card charges

HOLD FOR security DEPOSIT

The company is authorized to hold a security deposit and release it if there are no further issues

## Charge city tax

2€ per night and per person for a maximum of 7 nights(€1.00 for the town of Estoril).

Note: children below 13 years old are exempt from paying the tax.

OTHER DUE PAYMENTS

(IF YOU WANT AN INVOICE PLEASE FILL UP THIS FORM.)

## Arrival and Check-in

### Check-in Options

#### Late Check-in

Please note that late check-in has the following surcharges(where applicable), payable in cash upon arrival:

- EUR 30 from 22:00 to 00:00;
- EUR 40 from 00:00 to 02:00;
- EUR 50 after 02:00.

#### Self Check-in

#### Regular Check-in

Unless otherwise agreed, check-ins will be after 3:00 pm.

Guests must follow the pre-check-in instructions and let us know the estimated time of arrival in order for us to plan the check-in. For last-minute reservations or emergencies, the guest must call the phone number provided at least 45 minutes before arriving at the apartment's front door and then go straight to the apartment. All ALTIDO Portugal contacts such as emails and telephone numbers will be supplied after the booking confirmation. We cannot assume any responsibility if the guest does not follow the check-in instructions.

## Due payments

Any outstanding payments will be collected remotely through credit card not later than the check-in date. The ALTIDO Portugal staff members have the right to cancel the reservation if the guest refuses to pay the amount due or if there are no funds on their credit card.

*Note: Airbnb charges the city tourist tax on the total amount of the reservations. Guests that have made their reservations on Airbnb may ignore the rules above related to the city tourist tax.*

In case of extension of the accommodation period, up to the total of seven days (including the prior accommodation period), guest must pay the due amount, with the application of the same rules provided above.

## Stay

### Apartment Keys

When guests make the check-in, ALTIDO Portugal will provide ONE set of keys ONLY. Guests must be careful not to lose it or leave it inside the apartment. Additional fees will be charged for lost keys or lock-outs.

Please be advised that it usually takes at least 45 minutes for a member of our staff to arrive at the property in order to assess the situation and take action.

### Apartment Appliances and Amenities

All of the apartment's appliances and amenities are described on the apartment's page. ALTIDO Portugal cannot provide any item that is not listed (e.g. air conditioners, heaters, TV sets).

### Maintenance and Special Requests

Any and all problems inside the apartment (eg. electric problems, equipment malfunction, water leaks), must be reported to our office by email or telephone immediately. Depending on the

problem, the resolution might take up to 8 hours or even more if it depends on third-party services. For issues not solved RE will relocate and/or compensate the guests.

While respecting the reasonable privacy of the guests, ALTIDO Portugal reserves the right to access the property at all times if necessary for inspections, repairs, and emergencies.

Extra beds and baby cribs can be requested in advance but are limited to availability and are subject to extra charges.

## Appliances and devices

If an appliance does not work, or the guests are not sure about how to use any device in the house, the guest should contact the ALTIDO Portugal staff for assistance or troubleshooting.

## Cleaning

The apartment will be cleaned before guests arrive.

The ALTIDO Portugal basic service includes one set of towels, bed linens and hand soap for each reservation. Additional cleaning services and products, including a change of sheets and towels, are available by request for an additional charge.

Guests do not have to clean the apartment at check-out. ALTIDO Portugal requires guests to leave the apartment neat and tidy and to take out the rubbish so that we can better welcome the next guest promptly. Please do not leave the rubbish outside the door of the apartment or outside the door of the building. Use the rubbish bins in the street that are provided for that purpose.

## Pets

Absolutely no pets (of any breed, size, or age) are allowed in the ALTIDO Portugal apartments. If any pet is found in an apartment, ALTIDO Portugal reserves the right to require guests to leave the apartment without any compensation and further charges might be applied.

## Smoking policy

All ALTIDO Portugal properties are entirely non-smoking, inside and outside. This includes all balconies, patios, terraces and garden areas.

Smoking in the apartment is subject to a full cleaning fee charge.

## Furniture

Guests are not allowed to make any alteration or addition whatsoever to the accommodation or its contents.

## Items in the apartment

All items inside the apartment belong to the owner and are not to be moved around or removed from the property by the guests at any time.

## Quiet hours and disturbances

Between 22:00 and 8:00 o'clock, please keep all noise to a minimum. Please do not disturb neighbors when opening or closing the apartment door or the building door.

Any kind of parties are not allowed and in case of disturbances the company reserves the right to cancel the reservation immediately without any refund.

## Illegal or immoral activities.

The guest whose name is on the booking confirmation email will be responsible for the behavior of the entire group and agrees to avoid any and all illegal activities.

Do not invade the privacy of the owner or publish or reveal anything which might allow a third party to identify the address of the property or the identity of the owner (even if such information is already in the public domain).

If a guest becomes aware of anything during the stay which is believed to be a health & safety risk, the guest must inform ALTIDO Portugal staff immediately.

## Departure and Check-out

When leaving the apartment, guests must be sure to leave gas appliances turned off, windows closed, and the air-conditioning, central heating and the lights turned off.

Check-out is until 11:00 am, and all the guests must leave the apartment by the designed check-out time. Guests must inform ALTIDO Portugal of the desired check-out time and must leave their key at a visible spot inside the property when they vacate it. All doors are self-locking, so guests are to simply close the door behind them and make sure it stays shut. Guests must NOT leave their key on the door lock when they leave the property as if there is no one to open for them from the inside they will be locked out and ALTIDO Portugal will have to rely on calling out a professional locksmith to provide access, the charges for which will be incurred to the guests.

Guests that fail to leave before 11 am will be charged for an additional full day's accommodation fee. If the guest refuses to leave, ALTIDO Portugal reserves the right to enter the accommodation, remove their belongings, change the locks, and take further action as may be necessary. (The guest will be charged for the costs of any such action.)

## Items left in the apartment

ALTIDO Portugal is not responsible for any item left inside the apartment after the guest leaves. Any belongings found at the apartment might be returned upon request. The guest is fully responsible for all charges related to the process of getting back their belongings.

## Number of guests

Guests must indicate the exact number of people staying on the Pre-check-in form. No more than the number of guests specified in the booking may stay at the accommodation. The number of people who may use the apartment should not exceed the amount indicated on the apartment page. If the number of guests exceeds the limit, ALTIDO Portugal reserves the right to require guests to leave the apartment without any compensation or refund of fees paid.

## Apartment Damage

Guests must notify ALTIDO Portugal of any damage to the accommodation, contents, fixtures, or fittings which occur during the stay, even if the guest considers the damage to be regular wear and tear and even if the guest does not believe the damage is his or her fault. If the guest does not notify ALTIDO Portugal of any such damage, they will be held liable up to the cost of a full replacement.

Any deductions for property damage will be charged to the credit or debit card the guest has supplied. The guest hereby authorizes ALTIDO Portugal to charge such fees to the credit or debit card supplied when making a booking.

The guest acknowledges that the accommodation is home and agrees not to access any cupboard, closet, or drawer which has been sealed with tamper tape or locked and agrees to pay a fixed charge asset in the house rules for any breach of any tamper tape.

## Security Deposit

A security deposit is being held from the guest's credit or debit card not later than check-in. The security deposit fee varies according to the property and the price is described in the apartment's description.

If there are any damages to the apartment ALTIDO Portugal has the right to deduct any required amount that was spent to compensate for any repair costs. Receipts will be sent to the guest as proof of the repair and we will refund any difference that might exist between the money taken and the price of the repairs.



## LIABILITIES

The service of ALTIDO Portugal is legally limited to the apartments and the relationship with guests during the stay. ALTIDO Portugal shall not be responsible for any occurrences outside the boundaries of the apartment such as (but not limited to): the building's cleaning and maintenance, outside noises, construction works, neighbor's behaviors, or any other issue not directly related to the apartment itself.

The photos and descriptions of the apartments are produced by ALTIDO Portugal and have been reviewed by the owners. Minor changes in the apartment may occur compared to the pictures on the website or Booking channel, without compromising the overall condition and amenities.

ALTIDO Portugal will not compensate guests, refund fees, or relocate guests to other apartments based on taste or the likeness of the apartment. It is the responsibility of our guests to assure, before booking, that the area, street, or neighborhood they choose to stay in is to their liking.

ALTIDO Portugal shall not be responsible for any damage, caused directly or indirectly, that may occur during the stay of the guests in the apartment, such as (but not limited to): injury to person or possessions, theft, or criminal behavior, losses due to fire or misconduct, etc. The same applies in respect to any deficiencies in the supply of gas, electricity, water, telephone, or the internet.

ALTIDO Portugal is not responsible for potential delays, accidents, loss, or change of schedule or rates that are related to our supplier's services.

ALTIDO Portugal and its staff are not responsible for errors and omissions, misrepresentation by third parties, disputes between a guest and a third party, or the content of external links other than the one on which the booking took place. In the event, guests fail to comply with these terms and conditions, or in the case of misbehavior by the guests, ALTIDO Portugal reserves the right to require guests to leave the apartment without any compensation or refund of fees paid.

## UNUSUAL SITUATIONS AND LEGAL STUFF

This agreement is between the guest and ALTIDO Portugal, the company that is duly authorized to arrange the rental of the accommodation. This agreement is a license to occupy the accommodation during the agreed-upon period. Guests are not tenants of the accommodation and have not been granted exclusive possession of the accommodation. Guests are renting the accommodation under a license of occupation.

In the rare case that an apartment that is booked becomes unavailable, due to damage from a water leak, for example, or by any circumstances beyond our control, ALTIDO Portugal will not be liable for the inconvenience caused, however, we will take any necessary steps to relocate the guest to an

apartment with similar characteristics. If the guest does not accept the relocation, the total amount (excluding costs related to the days when the apartment was used by the guest, if applicable) will be refunded, but neither the owner nor ALTIDO Portugal will be liable to the guest for any further amount in respect to the cancellation of the booking.

ALTIDO Portugal will not be liable for the possible theft of objects left in the apartment.

## ABOUT THE TERMS AND CONDITIONS

ALTIDO Portugal reserves the right to update its terms and conditions at any time as required. It is the responsibility of parties using the ALTIDO Portugal service to review these terms and conditions in the case of a change before making a booking.

By agreeing to use the ALTIDO Portugal service it is understood that the guest accepts any changes and that all parties will comply with these changes.

These terms and conditions do not affect the guests' consumer statutory rights.

## APPLICABLE LAW

Since ALTIDO Portugal is stationed in Portugal, these conditions are subject to Portuguese law.

The Portuguese Courts shall have sole jurisdiction in the event of legal action concerning any accommodation booking with ALTIDO Portugal.