

## AFC TERMS AND CONDITIONS

### RATES AND ACCOMMODATION

All rates are in euros. The rates are per house, per night.  
Rates are subject to change without notice.  
All extra services will be charged according to a budget previously approved by the guest.  
Accommodation is subject to availability.  
During high season (July and August) minimum stay is 5 nights.  
During low season (September to June) minimum stay is 3 nights.

### BOOKING AND PAYMENT

Reservations are only valid after the reception of the payment of the total amount.  
If you have any problems or doubts during the booking process, please contact us to our booking email: [info@falesiadonorte.com](mailto:info@falesiadonorte.com)

### CANCELLATION POLICY

- Cancellations more than 15 days\* before arrival – 100% refund.
- Cancellation less than 14 days\* before arrival – no refund

\*Until 2pm (local)  
Cancellations are only effective on receipt of written notification. To cancel a reservation please contact: [info@falesiadonorte.com](mailto:info@falesiadonorte.com)  
The refund of any of the percentages written above, can take from 5 to 25 days after the cancelation depending on the bank.  
No refunds are given for 'no show', flight cancellations, delays or early departures or by any guest mistake on the booking process.  
We reserve the right to modify, alter, or substitute all or any part of our services when reasonably necessary or advisable. Should this occur, we agree to provide the best alternative available.

### CHECK IN

Arrival time should be announced in advance to enable organization of the guest's check-in and access key delivery.  
Check in time, is after 3 pm. If guests arrive before, we can offer to hold luggage.

If guests arrive later than 8 pm, a code will be provided to enter the house. We will welcome you the next morning.

Check out time on the date of departure is 12 pm. If the room is not vacated by this time, the customer will be subject to the cost of another night. Equally we offer to hold luggage after 12pm until 8pm.

### RULES OF THE HOUSES

1. The usage of the house is limited to the number of guests specified in the booking conditions. No other people are allowed in the property.
2. Pets are not allowed inside or outside the house.
3. Smoking, is only permitted outside the house with exclusive use of an ashtray.
4. A €200 damage deposit should be paid at the check in and will be returned at check out, if there is no damage.
5. Please be aware guests are subject to extra charges for any non-compliance of our terms and conditions presented above.
6. Any photo or video production for advertisement, propaganda or commercial purpose are strictly forbidden during the stay.

### SWIMMING POOL AND SAFETY

The swimming pool has no surveillance. Please be aware, that it is the guest's responsibility to ensure the safety of children in the swimming pool and garden.

No glass or crockery are allowed in swimming pool deck.

### COMPLAINTS

Any complaint about the booking service must be notified to Antiga Fábrica de Chá in writing or by email as soon as possible. Any complaint regarding your stay must be brought to the attention of the management as early as possible during your stay and, if not resolved to your satisfaction, should be notified in writing no later than 14 days after departure.

### LIABILITY DISCLAIMER

Antiga Fábrica de Chá and its owners, management and employees shall not assume liability for any illness, injury or death to persons visiting the properties nor for any other incident of any nature involving any client(s) while they are on the property, nor while travelling to or from the properties. Antiga Fábrica de Chá cannot be held responsible for loss or damage to private property, however it may be caused.

## Casa Nascente (East House)

Prices include bedroom with queen size bed or 2 individual beds, living room, kitchenette, bathroom, private deck with dining table, communal garden with heated swimming pool, jacuzzi, toilet, laundry, cleaning and all taxes. The maximum capacity is 3 adult guests or 2 adult and 2 child.

For further information regarding the number of guests we can accommodate, please contact us.

## Casa Poente (West House)

Prices include 2 bedrooms with queen size bed or 2 individual beds, living room, kitchenette, 1 bathroom, private deck with dining table, communal garden with heated swimming pool, jacuzzi, toilet, laundry, cleaning and all taxes. The maximum capacity is 5 guests.

For further information regarding the number of guests we can accommodate, please contact us.

## Casa do Meio (Middle House)

Prices include 3 bedrooms with queen size bed or 2 individual beds, living room, kitchenette, 3 bathrooms, private deck with dining table, communal garden with heated swimming pool, jacuzzi, toilet, laundry, cleaning and all taxes. The maximum capacity is 8 guests.

For further information regarding the number of guests we can accommodate, please contact us.