



Terms & Conditions Casa Maracuyá

We look forward welcoming you. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of bookings below.

Arrival/Departure

Check-in time is between 14:00 – 19:00. Check-in times outside of those specified must be confirmed with us prior to arrival. Please inform us early enough!

Check-out time is at 11:00. Check-out times outside of those specified must be confirmed with us prior to arrival. Please also contact us in advance!

Prices

Room prices are per night and per room, depending on the dates as listed. The prices include all taxes, charges and fees the local (Portuguese) authorities may charge for the services and products provided. The prices include no meals.

We reserve the right to change our prices at any time. This does not affect bookings already made.

Bookings

During the confirmation of the booking request you will receive the detailed payment instructions. A deposit of 30% of the total amount of the booking request has to be paid within 7 days of the confirmation e-mail in order to definitely confirm the booking. The remaining 70 % must be paid directly at arrival. Please note that we can only accept payments in cash at the guesthouse at this moment.

Cancellation policy

Please be sure of your plans before booking. We are a small guesthouse, dealing mostly with advance reservations. Date changes and cancellations have a big impact on us. However, if your plans change, please be aware of the cancellation policy:

For any cancellations, late modification or no-shows the 30% deposit will not be refunded.

For cancellations over 6 weeks before arrival date it is possible to reschedule this holiday so your deposit is not completely lost.

For any early change of date we will do our best to change the booking. However, be aware that this has to be done at the latest 6 weeks prior to the arrival date, as well as that such change is dependent of the availability on the desired dates. There is no guarantee that the change of the dates will be possible.

Cancellation by Us

Should it become necessary through extraordinary circumstances for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full. Should you wish to, we will attempt to book you into another guesthouse or local bed and breakfast of the same or lower price range.

Keys

All clients will have access to the guesthouse and their rooms 24 hours a day. You will be given a personal room key when you check-in on arrival. Also three rooms provide keys to lock the wardrobes inside the rooms. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged with 15€/ key.

Children

Children are welcome at Casa Maracuyá. Please be aware that you are fully responsible for the safety of your children.

The extra baby bed is free of charge.

Personal belongings

Every guest is responsible to its personal belongings. All guests will be given a key to lock their private rooms and 3 rooms provide lockable wardrobes.

In case of theft or other damage such as fire or similar event, to the belongings of the guest in the rooms and/or in the safe the host cannot be held responsible for the losses.

Lost belongings we will keep in the guesthouse until you collect it.

Damage and Breakages

Please take care of our home. You are responsible and liable for any damages, breakages or losses to the property, furniture or other inventory of the house. Please report these as soon as possible to us. We reserve the right to charge guests if the damage caused is due to careless or reckless behaviors of the guest or vandalism.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves.

Insurance

Every guest is individually responsible for acquiring a travel insurance that covers all medical treatment, loss or theft of belongings and/or other additional costs in case of accident, theft and/or loss of belongings.

General Policies

- Absolutely no smoking is allowed anywhere inside the guesthouse. If it is found that the property has been smoked in, we keep the right to charge the cost to have the walls of the property washed and the carpets professionally cleaned.
- Please note that we are not a party house. Mild consumption of alcohol is permitted of course – please only keep noise down and respect other guests well-being.
- No noise after 22:00. Please respect the other guests and the neighbours tranquility!
- Sorry, but no pets are allowed



Additional restrictions may apply throughout the year. Policies are subject to change.