



TERMS & CONDITIONS

Rates & Accommodation

All the rates are in euros.

In S. Pedro 27, the rates are per apartment per night.

In L20 and L106 the rates are per house per night.

In B Hostel the rates are per room per night

For further information regarding the number of guests we can accommodate in each room/property, please contact us.

Rates are subject to change without notice. Accommodation is subject to availability.

Booking & Payment

All the bookings are pre-paid.

50% when booking

50% two weeks before arrival

If you want to include any Vat Number or if you want the invoice in a different name or company name, please inform us on the booking form.

If you have any problems or doubts during the booking process, please contact us to our email info@voa.pt

Cancellation Policy

Full refund for cancellations made up to 30 days prior to check-in* date. If the guest cancels after this period, the prepayment amount corresponds to the owner

***Until 2pm (local)**

Cancellations are only effective on receipt of written notification. To cancel a reservation please contact: info@voa.pt

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 departure from the houses early or by any 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

Check in time, is any time after 4pm. if guests are expecting to arrive later than 8pm, it is important to let us know the exact arrival time, especially when travelling by one's own means as we are not a traditional hotel, we do not have 24-hour reception service.

Check out time on the date of departure is until 11am.

Complaints

Any complaint about the booking service or regarding the stay must be notified by email as soon as possible.

Liability disclaimer

We 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. We are not responsible for loss or damage to private property, however it may be caused.

FOR ALL PROPERTIES

- 1 -

IN CASE A GUEST WOULD LIKE TO STAY A SHORTER PERIOD PLEASE SEND YOUR REQUEST TO info@voa.pt, AND WE WILL CHECK IF IT'S POSSIBLE.

- 2 -

THE SWIMMING POOL HAS NO SURVEILLANCE AND IS VERY SHALLOW, SO DO NOT DIVE. PLEASE BE AWARE, THAT IT IS THE GUESTS RESPONSIBILITY TO ENSURE THE SAFETY OF THOSE WHO DO NOT KNOW HOW TO SWIM, ESPECIALLY CHILDREN.

- 3 -

WE DO NOT ALLOW ANY PETS INSIDE OR OUTSIDE OUR PROPERTIES.

- 4 -

SMOKING, IS ONLY PERMITTED OUTSIDE WITH EXCLUSIVE USE OF AN ASHTRAY. OTHERWISE, THERE IS A HIGH POSSIBILITY OF CAUSING A FIRE THAT GUESTS WILL BE RESPONSIBLE FOR.

- 5 -

THE USAGE OF THE HOUSE/ROOM/FLAT IS LIMITED TO THE NUMBER OF GUESTS SPECIFIED IN THE BOOKING CONDITIONS, OTHER PEOPLE FROM THE OUTSIDE ARE NOT ALLOWED TO SLEEP IN THE PROPERTY.

- 6 -

GUESTS ARE RESPONSIBLE FOR ENSURING EVERYTHING IS IN THE EXACT SAME CONDITION AS WHEN THEY HAVE ARRIVED.

- 7 -

ALL THE ARTICLES INSIDE OUR ESTATES ARE PROPERTY OF THE CORRESPONDING HOUSE/ROOM/FLAT. WE DO NOT ALLOW GUESTS TO TAKE THEM OUTSIDE THE PROPERTIES EVEN IF GUESTS HAVE THE INTENTION TO BRING THEM BACK AFTER.

- 8 -

PLEASE BE AWARE GUESTS ARE SUBJECT TO EXTRA CHARGES FOR ANY NON-COMPLIANCE OF OUR TERMS AND CONDITIONS PRESENTED HERE.

- 9 -

ANY PHOTO OR VIDEO PRODUCTION FOR ADVERTISEMENT, PROPAGANDA OR COMMERCIAL PURPOSE ARE STRICTLY FORBIDDEN DURING THE STAY. PHOTOSHOOTS AND MEDIA MATTERS MUST BE DISCUSSED BEFORE BOOKING.