

MISHA'S PLACE TERMS & CONDITIONS

1. ONLINE BOOKING TERMS

Here are the terms and conditions that apply to your booking.

All guests should know that when they make a booking with Misha's Place, they are committing to all the points enclosed in his Terms and Conditions document, so please read it carefully and check for updates in every booking.

2. SPECIFIC CONDITIONS

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

3. PRE-CHECK-IN

After booking an apartment the guest will receive an e-mail and/or SMS message confirming the reservation.

Misha's Place cannot assume any responsibility if the guest don't send or send it wrong the arrival hour.

Reservation Payment

The total amount of the reservation, except the touristic tax, must be payed to Misha's Place until 30 days before the check-in date, or directly to the platform where the booking was made, under the platform payment conditions (this information is explained in the corresponding platform).

Data protection (Organic Law 15/1999 of 13th December)

In compliance with the Organic Law 15/1999 of 13th December, on Protection of Personal Data ("LOPD"), we inform you that, through the completion of forms, your personal details will be incorporated and held in our company's database, with the purpose of being able to offer and provide you with our services. Additionally, we would like to inform you of the possibility of exercising the right of access, rectification, cancellation and opposition in processing your personal data.

4. ARRIVAL AND CHECK-IN

Guest must call the city phone number at least 45 minutes before arriving at the apartment's front door and then go straight to the apartment. All contacts will be supplied after booking confirmation. We cannot assume any responsibility if the guest fails to call in advance.

Late check-in

Any check-in between 09:00 pm and 11:00 pm is subject to the payment of a late check-in fee of 20€, and after 11:00pm is 40€, to be paid in cash to our staff.

Guests that arrive before check-in time (4:00pm), can ask to Misha's Place staff places to leave their luggage until the check-in hour.

Accommodation Bulletin

An accommodation bulletin is completed and signed for each foreign guest during the check-in, whose model is approved by a member of the responsible Government. The accommodation bulletin is intended to allow the control of foreign citizens in national territory.

Misha's Place has the obligation to communicate, within three working days, to SEF (Fleet and Foreigners Service), the accommodation bulletins of all guests staying in the apartments, with the exception of guests under the age of 13.

Office Address

Avenida Duque de Loulé 97, 1B, 1050-089 Lisboa

5. PORTUGUESE TOURIST TAX

Please note that a city tax of 2 Euros per person, per night is not included in the total price and must be paid on arrival, in cash. This tax is charged to guests aged 13 and older. It is subject to a maximum amount of 14 Euros per guest.

6. APARTMENT KEYS

When guests check in, Misha's Place will provide only one set of keys for apartments with 1 or 2 bedrooms, 2 set of keys for apartments with 3 bedrooms, and 3 set of keys for apartments with more than 3 bedrooms. 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. Fees are charged as follows:

Lost Keys (price per key) - from 30€ to 150€ (depending the apartment)

Emergency staff visit (between 9:00am and 11:00pm) - 15€

Emergency staff visit (between 11:00pm and 9:00am) - 40€

Hiring a locksmith service - The guest will be responsible for the full fee charged by the service provider. The service provider's fee is based upon the complexity, materials, time spent and other variables. Price start from 125€.

Please be advised that it may take up to 45 minutes for our staff to arrive in order to assess the situation and take action.

Upon departure, guests must leave the keys on top of the entrance table or dining table, never on the lock.

7. APARTMENT APPLIANCES AND AMENITIES

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

8. MAINTENANCE AND SPECIAL REQUESTS

All the problems inside the apartment (eg. electric problems, equipment malfunction, water leaks), must be reported to one of the members of our team by email or telephone immediately. Depending on the problem, the resolution might take up to 72 hours or even more if it depends on third party services.

While respecting the reasonable privacy of the guests, Misha's Place 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 at that time. Depending on the problem, the resolution might take up to 72 hours or even more if it depends on third party services.

9. GUEST HOUSE RULES

Appliances and devices

If an appliance does not work, or the guests are not sure about how to use any device in the house, guest should contact the Misha's Place team.

Cleaning

The apartment will be cleaned before guests arrive.

The Misha's Place basic service includes one set of towels per guest and bed linens. Additional cleaning services and products, including a change of sheets and towels, are available by request for an additional fee.

Guests do not have to clean the apartment at check-out. Misha's Place 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.

Available bedrooms

The available bedrooms depend on how many guests book the apartment, taking in account that the maximum capacity of every bedroom must be fulfilled. For example: 2 couples - 2 bedrooms will be available, another example: 7 friends would occupy two double bedrooms and one triple bedroom. The guests are the ones choosing which bedrooms they would like to stay in, and if the guests want to book extra rooms, there is a charge of 15 euros per room/per night.

Pets

No pets (of any breed, size, or age) are allowed in some of Misha's Place apartments. Please see in the listing page if the apartment you want allow or not pets. If any pet is found in the apartment that is not allowed, Misha's Place reserves the right to require guests to leave the apartment without any compensation or refund of fees paid.

Smoking policy

All Misha's Place properties are entirely non-smoking, except in the apartments with balconies, patios, terraces and garden areas. Smoking are just allowed in exterior areas.

Furniture

Do not make any alteration or addition whatsoever to the accommodation or its contents.

Items in the apartment

All items that are found in the apartment belong to the owner and are not to be moved or removed from the property even during the stay.

Quiet hours and disturbances

Between 10 pm and 9 am, please keep all noise to a minimum. Please do not disturb neighbors when opening or closing the apartment door or the building door.

We do not accept reservations for 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 activity.

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).

Guests have primary responsibility for their own safety during their stay at Misha's Place accommodations. Guests must listen to any instruction or explanation which is provided by Misha's Place check-in staff when showing the accommodation.

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

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.

10. DEPARTURE AND CHECK-OUT**Check-out**

Check-out is until 11:00 am, and all guests must leave the apartment by the designed check-out time.

The check-out is not presencial, the guest is allowed to leave the keys on the main table and close the door. Guest must NOT leave the keys in the door lock.

Guests that fail to leave before 11:00 am will be charged for an additional full day's accommodation fee. If the guest refuses to leave, Misha's Place reserves the right to enter the accommodation, remove their belongings, change the locks, and also to take further action as may be necessary. (The guest will charge for the costs of any such action.)

Items left in the apartment

Misha's Place 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.

11. NUMBER OF GUESTS

Guests must indicate the exact number of guests on the reservation. 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, Misha's Place reserves the right to require guests to leave the apartment without any compensation or refund of fees paid.

12. APARTMENT DAMAGE

Guests agree to pay the cost of any damage to the accommodation or contents caused by the guest. The guest hereby authorizes Misha's Place to charge such fees to the credit or debit card supplied when making a booking.

13. LIABILITIES

The service of Misha's Place is legally limited to the apartments and the relationship with guests during the stay. Misha's Place 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, neighbors or any other issue not directly related to the apartment itself.

The photos and descriptions of the apartments are produced by Misha's Place and have been reviewed by the owners. Minor changes in the apartment may occur compared to the pictures on the website, without compromising the overall condition and amenities. Misha's Place 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 or neighborhood they choose to stay in is to their liking.

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

Misha's Place 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, Misha's Place reserves the right to require guests to leave the apartment without any compensation or refund of fees paid.

14. UNUSUAL SITUATIONS

This agreement is between the guest and Misha's Place, the company who is duly authorized to arrange 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 circumstance beyond our control, Misha's Place 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 Misha's Place will be liable to the guest for any further amount in respect to the cancellation of the booking.

Misha's Place will not be liable for the possible theft of objects left in the apartment.

Cancellation Policy:

In case the reservation was made directly to Misha's Place, these are the cancellation policies:

- If the guest cancel the reservation, with more than 30 days of the check-in date, all the amount will be refunded.
- If the guest cancel the reservation, with less than 30 days of the check-in date, 100% will be charged. There is no refund.

If the reservation was made under a platform, the cancellation policies applied are the ones described in the listings.

15. PROPERTY DAMAGE

Guests must notify Misha's Place 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 Misha's Place of any such damage, the guest will be liable for such damage 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 Misha's Place to charge such fees to the credit or debit card supplied when making a booking.

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

16. ABOUT THE TERMS AND CONDITIONS

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

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

17. APPLICABLE LAW

Since Misha's Place 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 Misha's Place .