

## **Seewest**

Rua Gomes Vinagre, Lote 13 – Loja 1  
8600-315 Lagos  
Portugal

## **Booking and Payments**

No bookings will be accepted from under 21 of age.

On the booking the client will responsible to make a 30% deposit that is non-refundable, this payment must be done within 72h, the remaining 70% must be paid 60 days before the check-in.

The damage deposit will be pre authorized in your credit card 72h before check-in. The damage deposit will only be charged if damages are done by the guest.

Payment conditions must be respected, or your booking will be canceled.

After receiving your 30% deposit, Seewest will send the booking confirmation, and a Guest registration form that must be filled out by all guest staying in the Accommodation, including Passport numbers and birth dates. This is mandatory so Seewest can comply with the requirements of the Portuguese Immigration & Borders Service (SEF), without this details you booking cannot be accepted.

## **Cancellations**

Any cancellation request must be done in writing or by email, so they can be accepted.

For cancellations made 60 days before the check-in, a voucher valid for 6 months will be issued in the amount of the deposit made.

Any cancellations made 59 days before the check-in the full amount will be charged.

\*We strongly suggest guest to have a travel insurance, to avoid any losses.

## **Check-in & Check-outs**

Normal check-in times are from 15h to 20h.

We can provide late check-ins but there is a fee of:

From 20h to 23h – 30€

From 23h to 02 – 30€

Check-out time is 10h.

## **Liability**

Seewest will only be held responsible for the services sold. The limit of responsibility of Seewest is the value of cost of the rental plus any other costs for services done by seewest requested by the client.

Seewest does not take any responsibility for any circumstances out of their control or natural disasters. This includes war, threat of a war, industrial action, general strike, terrorist activities, weather conditions, failure of electric, gas or water, fire, nuclear disasters, illness or quarantine, etc.

The client must leave the property, with all the furniture and equipment clean, in order and in good condition. The client must inform Seewest of any damages that may have occurred whilst occupying the property, and must pay for any damage or lost items. Furniture must not be moved.

All bed linen & towels must be used with care and for exclusive use inside the accommodation. Bath towels are not allowed to be taken to the Swimming Pool or Beach.

Smoking is not allowed in any of our accommodations, whoever smoking will be accepted in outside the accommodation, in terrace or balcony only.

No pets are allowed in any of our accommodations, in case the client does not respected this, an extra cleaning charge of 150€ will be charged, booking terminated and client will have to leave the accommodation.

All accommodation have a maximum occupancy and this must be respected by the client. Only registered guest can use the accommodation. In case we

detect strangers to the booking using the accommodation and sleeping over, a daily price of 100€ per person will be charged.

Clients are responsible for the usage of the accommodation keys, for their own safety keys must not be handed over to strangers.

In the event that the client, loses the keys, or locks himself out, and we must intervene to sort out this situation, the client will have to pay for a emergency call out fee:

Working days: 9h30 to 18h – 15€ From 18h to 23h – 50€ From 23h to 09h – 80€.

Weekends or National Holidays – until 20h – 50€ after 20h – 100€

In the event that a locksmith must be called to unlock the door or change the lock, the client is also responsible for this extra cost.

**\*Note\*** - Most of our locks if the key is by the inside will be impossible to open the door even with a copy of the key.

In accommodations where there is Air Conditioning and central heating, the client must have a responsible usage, assuring that all windows and external doors must be closed. In case we detect abusive usage we reserve the right to make a deduction from the damage deposit to cover additional electricity charges cause by careless usage.

## **Complaints**

All complaints must be handed in to the Seewest office immediately, so that any problem can be resolved as soon as possible.

In the event of there being complaints and disputes, Seewest will always try and resolve these in a friendly manner. In the event of this not being possible, it will be passed for legal resolution.

The present agreement is subject to Portuguese law.

To settle any eventual litigation, the Court of Lagos is chosen, with exclusion of any other jurisdiction.

