

# Booking Terms & Conditions

Accommodation – Amendoeira Golf Resort

## 1. Reservations

When making a reservation, the User must complete the booking form correctly, providing the following information: services required, full name, arrival and departure dates, number of guests, type of accommodation, method of payment and proof of prepayment (if applicable), as well as any special requests (e.g. baby cot, extra bed, dietary requirements such as vegetarian meals, etc.).

The User is fully responsible for the choices made and for the information submitted, which must be complete, accurate and up to date.

Booking confirmation is processed through the website in accordance with these Booking Terms, which the Customer must acknowledge and accept by ticking the corresponding box on the reservation form. By confirming the booking, the Customer also acknowledges and accepts the Terms of Use of the website and its Privacy Policy.

The accommodation units shown on the website are for illustrative purposes only. We do not guarantee that the unit booked will be identical to the one displayed in the brochure or website.

Pets are not allowed at the Resort.

### Half Board Reservations

Reservations on a half board basis include breakfast and dinner.

### Supplements

- Children between 3 and 12 years old.
- Cot (with bedding) or high chair – extra charge applies.
- Extra occupancy (children sharing parents' bed) – extra charge applies.
- Breakfast (when applicable) – extra charge applies.
- Half board (when applicable) – extra charge applies.
- Full board (when applicable) – extra charge applies.
- Children under 3 years old: meals are free of charge.

## 2. Maximum Occupancy

- One-bedroom apartment: 2 people.
- Two-bedroom apartment: 4 people.
- Two-bedroom apartment with mezzanine: 4 people, plus one adult or two children on the sofa bed in the mezzanine.

- Three-bedroom villa: 6 people.
- Four-bedroom villa: 8 people.
- Five-bedroom villa: 10 people.

Maximum capacity may be increased for children aged 0 to 3, when sleeping in a baby cot in one of the adults' rooms.

### 3. Payment

At check-in, guests will be requested to leave a security deposit of €250 per property to cover any potential damage to the property during their stay.

A deposit or the total amount of the booking may be required, depending on the rate selected. Bookings made through the website are processed via the Reduniq payment gateway. For bookings made directly with the Reservations Department, payment can be completed via a Reduniq payment link or by bank transfer to the account provided.

Amendoeira Golf Resort does not have access to clients' credit card details.

#### Standard Bookings

Unless specific booking conditions are stated for the chosen rate, a deposit of 20% of the total cost is required to confirm the booking. The remaining 80% balance may be paid before arrival or at check-in.

#### Groups (4 or more accommodation units) and Package Bookings

A deposit of 20% of the total cost is required to confirm the booking. The remaining 80% must be paid no later than 14 days prior to arrival.

Accepted payment methods: credit card (Visa, Mastercard, American Express), bank transfer, cash or Portuguese cheque. Any bank transfer fees must be borne by the guest.

Once the deposit has been received and the booking confirmed, the price will not be altered, except where additional services are requested by the guest, including but not limited to additional transfers, golf rounds or spa treatments.

### 4. Cancellation and No-Shows

Cancellation of any reservation made through the website must be submitted via the website or in writing to [reservations@amendoeiraresort.com](mailto:reservations@amendoeiraresort.com). The cancellation will only be considered valid upon written acceptance by the Resort. Charges may apply.

#### Standard Bookings

Unless specific booking conditions are stated for the chosen rate, cancellations made up to 7 days prior to the arrival date are entitled to a full refund of the deposit. Cancellations made less than 7 days

before arrival, as well as no-shows, are non-refundable. Non-refundable rates are not refundable under any circumstances.

#### **Groups (4 or more accommodation units)**

Subject to specific booking, cancellation and payment policies, which will be provided upon request.

#### **Package Bookings (Unlimited Golf Package)**

Unless specific booking conditions are stated, cancellations made up to 30 days prior to arrival are entitled to a full refund of the deposit. Cancellations made between 29 and 14 days prior to arrival are non-refundable. For cancellations made less than 14 days prior to arrival, or in the event of a no-show, the full cost of the booking will be charged. No refund will be issued if guests vacate the accommodation before the end of the booked period.

### **5. Taxes**

Unless expressly stated otherwise, all legally applicable taxes (including Value Added Tax) are included in the reservation price and will be charged by Morgado da Lameira to the Customer at the legal rate in force on the date of the booking, based on the contracted services.