



HOTEL SANTHYAGO  
TROFA

# Internal Rules

## **TERMS AND CONDITIONS**

The terms and conditions contained in this document will apply to the relationship between the Hotel and the Visitor (hereinafter referred to as the Customer), from the moment a reservation is requested until the moment the Hotel's accommodation period ends.

The use of our services by the customer implies acceptance of each of the general terms and conditions contained in this regulation, available for consultation at the reception of our hotel unit and on our website.

In the event of any omission or doubt raised by the provisions contained in this document, current Portuguese legislation will apply.

## **RESERVATIONS, PAYMENTS AND CANCELLATIONS**

All requested reservations, without exception, will only be considered valid after confirmation of payment in full by the Customer. After payment confirmation, the Customer will be notified of the validation of their reservation, through the same channel or platform through which it was requested.

Reservations can be requested using the various platforms available, on our online page, at booking, by email, telephone or in person at the counter of our hotel unit.

In compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 (General Data Protection Regulation), we inform you that the data provided will be automatically processed and incorporated into our Data Files, only for the purposes of verification and communication to the competent authorities.

When checking in online or in person, the Customer must be accompanied by their personal identification (citizen's card, passport, residence permit, etc.) to properly complete the Guest/Client form. Failure to comply with this standard constitutes reason for the Customer's non-acceptance in our hotel unit.

The Hotel is not responsible for money, jewelry or other valuables, as well as vehicles using our parking lot.

Protecting the privacy and security of all Hotel Guests and Clients, entry and use of our facilities will only be permitted to Clients, Guests, Visitors or Guests who identify themselves and register at the reception of our unit. Customers who wish to receive

Visitors or Guests will do so in common or social spaces. The entry of a Visitor into the room of an already registered Customer implies changing the room rate to a higher price range, and consequently immediate payment.

The amount to be paid by the Customer constitutes consideration for the provision and use of the room at Hotel Santhyago and, when applicable, for the various services requested by the Customer in the period between the Customer's arrival and departure.

The amount will be charged regardless of whether or not the Customer has used the room within the period of time requested by the Customer, which defines the duration of the stay.

In the case of advance and already confirmed (paid) reservations, Hotel Santhyago will provide the Customer with the room of the type requested, for a period starting at 3:00 pm on the day of arrival and until 12:00 pm on the day of the Customer's departure.

In the case of reservations made on the same day of check-in and for which payment will be made upon arrival, arrival at the Hotel must be made by 6:00 pm on the same day. An exception will be made if the customer asks us for an extension of time to be able to check-in. Failure to comply with this condition will result in automatic cancellation of the reservation.

In the case of reservations made on online platforms (our website/booking page/etc.), requests for cancellation or change of reservation dates must be made directly on the platform where the reservation was made, observing the company's specific procedures and, if applicable, in case of change of dates depending on accommodation availability.

In the event that a Customer wishes to cancel their reservation for any reason, a variable fee will be applied depending on the following parameters:

- Duration of stay scheduled by the Customer.
- Period of time between the date of cancellation of the reservation and the date for which entry into our hotel unit was scheduled.
  - Cancellation in high season:
    - For reservations for a stay of 2 nights or less, and if cancellation is made at least 48 hours in advance, the amount already paid by the customer for the reservation will be refunded in full;

- For a reservation for a stay of 2 nights or more and if the cancellation is made less than 48 hours before the check-in date, a fee will be applied equal to the value of the desired room equivalent to a one-night stay;
- When booking a stay of 3 nights or more, a fee equal to the value of the desired room equivalent to a one-night stay will be applied, regardless of the period in which the reservation was canceled.
- Cancellation during normal times:
  - For reservations for a stay of 2 nights or less, and if cancellation is made at least 48 hours in advance, the amount already paid by the customer for the reservation will be refunded in full;
  - For a reservation for a stay of 2 nights or more and if the cancellation is made less than 48 hours before the check-in date, a fee will be applied equal to the value of the desired room equivalent to a one-night stay;
  - When booking a stay of 3 nights or more, a fee equal to the value of the desired room equivalent to a one-night stay will be applied, regardless of the period in which the reservation was canceled.

If the customer needs to interrupt their stay at the hotel, and check-out on a date prior to the previously scheduled date, the amount corresponding to the period of non-stay will be refunded, as long as it is done before 12:00 pm.

On the last day of accommodation, if the guest does not leave the room by 12:00, a fee corresponding to the value of one night's stay at the Hotel will be charged. In this situation, the guest will only have the right to use the room during this period if there are rooms available. Otherwise you will have to pay the fee and leave the room as soon as possible.

## **GROUP BOOKINGS**

The group reservation is only confirmed after payment under the following terms:

- High season:
  - Payment is due up to 20 days before arrival date;
  - In the event of cancellation of a reservation that has already been confirmed (paid), and if it is made within a period of up to 10 days

before the arrival date, a fee corresponding to 25% of the total value of the stay will be charged;

- If cancellation is made less than 10 days before the arrival date, the fee charged will correspond to the total value of the reserved stay.
- Normal season:
  - Payment is due 15 days prior to arrival date;
  - In the event of cancellation of a reservation that has already been confirmed (paid), and if it is made within a period of up to 7 days before the arrival date, a fee corresponding to 20% of the total value of the stay will be charged;
  - If cancellation is made less than 7 days before the arrival date, the fee charged will correspond to the total value of the reserved stay.