



## Terms & Conditions

### Reservations

- »The minimum number of nights of a booking is 6 nights.
- »The maximum capacity of the apartment is 4 people.
- »To confirm your booking via the website, you will be required to pay 50% of the total stay. If the reservation is made less of 6 days before the day of arrival, the total amount of the stay will be charged on the credit card.
- »Reservations can only be performed at least 24 hours before date of arrival at the Palheiro Residence.
- »In the total amount that you pay it is included a damage deposit of € 200.00 which you will be refund on your departure day after inspection of the apartment.
- »After confirmation of the availability of the reservation, and after checking the data of your credit card you will be charged 50% of your total stay (if it is the case), as surety for the reservation. You will receive confirmation of your reservation by email immediately.
- »Your booking will be confirmed when you receive your confirmation by email from Palheiro Residence.
- »Upon arrival you will be required to submit the tracking number that will be provided upon confirmation of booking, as well as the payment of the rest of your stay.
- »All online bookings receive a discount on normal rates if the stay is longer than 20 days.
- »These terms and conditions are also valid for bookings by phone.



## **Cancellations' Policy**

- »If you wish to cancel your reservation, you can do it by phone or email (see "Contact Us").
- »Cancellations outside of 60 days prior to arrival date will incur a loss of 50% of the caution (€100.00).
- »Cancellations between 60 and 6 days prior to arrival will incur a loss of 80% of the caution (€160.00).
- »Cancellations between 6 and 0 days prior to arrival will incur a loss of the total amount of the bail (€ 200.00).
- »Pets are not allowed. If Palheiro Residence discovers any animal, Palheiro Residence reserves the right to cancel the stay, without refund of the total reservation.

## **Other Conditions**

- »The entrance to the apartment requires the payment of the rest of the stay, if it is the case.
- »The entrance to the apartment will take place from 15:00 hours, and customers will be required to vacate their apartments before 12:00 hours.
- »For arrivals before 15:00 hours or departures after 12:00 hours, may be possible by arrangement.
- »Free airport pickup and drop off.
- »Free interior car parking.



## *Palheiro Residence* Madeira Holiday Rentals

- »Free internet access, Wi-fi available (Laptop included).
- »Cable TV, DVD player and CD player.
- »English, French, German, Spanish speaking channels, movie channels and kids' channels.
- »Kitchen with all the mod cons: Gas cooker, micro wave, electric kettle, fridge, freezer, toaster, pans, cutlery and tableware.
- »Bed, bathroom and kitchen linens:
  - \*Clean towels every 4 days.
  - \*Free weekly apartment cleaning and clean sheets.
- »Lots of space for your stuff.
- »The loss of keys or the remote control of the garage's door requires a payment between € 20.00 and € 60.00.
- »Palheiro Residence has access for wheelchairs.