



## RESERVATION AND CANCELLATION POLICY

At check-in, identification document will be requested from all the elements that make up the reservation, so they must be accompanied by it.

Upon check-in, the Hostel reserves the right to request a credit card for debit authorization in order to guarantee any extras or damages. The pre-authorization will be carried out when you are given your room key.

### **Cancellation Policy:**

Reservations may be cancelled/canceled up to 03 days before the arrival date, without any penalty being charged.

The equivalent of one (1) night per room/bed will be charged if the cancellation is made less than 03 days before the date of arrival, with no refund of the amount equivalent to one night.

In omissions or cases not specified about the cancellation of reservations, the hostel reserves the right to apply the aforementioned clause.

### **Booking Guarantee:**

The guarantee of the reservation(s) implies the confirmation of the settlement of the same(s) by crediting our account until the mentioned date.

The non-confirmation of the credit in our account on the mentioned date will imply the immediate cancellation of the reservation(s).

For reservation(s) on the same day or outside of the cancellation policies, you must provide your credit card details (number, validity, the 3 digits of the security code) to debit the amount of the first night that guarantees the reservation, being that this amount is non-refundable.

### **Policy regarding the accommodation of babies and children:**

Crib: Free

### **Payment over the counter or in advance:**

To make a bank transfer, you must use the IBAN: PT50 0045 6421 40320664709 15 - Caixa de Crédito Agrícola - with the holder RODOPIO DE CHARME, ACT. TUR. AND HOTEL LDA, NIF 513 283 226. We would like to thank you for sending the proof of transfer to the following email [reservas@baixaterracehostel.pt](mailto:reservas@baixaterracehostel.pt), mentioning the reference of the reservation number.\*

**\*Pursuant to Dec. Law nº 197/2012 of 24th of August, the guarantee deposits of**



accommodation reservations must be subject to immediate invoicing, therefore, for the purposes of invoicing the guarantee deposit, we would like to thank you, together with the proof of the guarantee deposit, to send us to the address [reservas@baixaterracehostel.pt](mailto:reservas@baixaterracehostel.pt) the data (Name, Address and Tax Identification Number) for issuing the respective document. Failure to provide this data will cause the invoice to be issued by default in the name of the FINAL CONSUMER.

**Useful information:**

Check-in: from 15:00 until 01:00. After 01:00, you will have to check in at Faro Boutique Hostel.

Check-out: until 11 am;

small Lunch: Partnership with Faro Boutique Hostel (400m) for €8 per person. Advance booking is required to reserve a place.

**Given the context of the pandemic in which we live and the restrictions to which we are obliged, we must inform you of the following conditions:**

The Baixa Terrace Hostel in response to the Coronavirus (COVID-19), is taking additional safety and hygiene measures with a view to the safety of customers and employees.

The use of a mask is mandatory and we recommend frequent hand hygiene and the use of stairs, and if it is necessary to use the elevator, they must do so individually (one person).

Due to the emerging situation of the Coronavirus (COVID-19), the Hostel may request additional documentation from its guests, to validate the identity, the travel itinerary, their health status and any other relevant information duly framed in the legislation in force in Portugal.

If you want to know these conditions in advance, please contact us for more information.

Please inform us in advance of your arrival time by email: [reservas@baixaterracehostel.pt](mailto:reservas@baixaterracehostel.pt) or by phone: 00351 289 820 824

Upon check-in, one holder per room must present photo identification of all persons making up the reservation and a credit card.