

HOLIDAY RENTAL POLICIES

Please take a few minutes to familiarize yourself with our Holiday Rental Policies.

Check Out – check out time is STRICT, so that we can prepare for the next arrival. Please know your check out times and ensure you have vacated by the stipulated time.

Late arrivals should make arrangements by telephone prior to arrival for key pick-up information.

Non-Smoking Properties - All our properties are non-smoking and smoking is strictly prohibited indoors. Any evidence of smoking found in a rental property will result in additional charges for carpet cleaning, and deodorizing.

Ashtrays are supplied for the outdoor areas. Please use these.

Rubbish - All rubbish should be removed from the villa on a daily basis. Council bins are available nearby. Please find your nearest council bin.

Nº of Guests - The total number of persons allowed in the property at any one time is restricted to the number of beds supplied for that particular property. Any extra beds required please advise the property manager.

Absolutely no house parties are allowed in the villa, unless previously advised and authorised by the owner or the Management Company.

POOL AREA - Please use plastic glasses supplied for outdoor use to prevent any accidents. No diving or running please. Children under the age of 12 must be supervised at all times and accompanied by an adult.

Equipment - is NOT to be tampered with. For any specific request please contact the Management Company.

Linens - Fake sun tan lotions damage the white linen and towels. Please do not use these as they will permanently stains any white linens and towels.

No Pets. Dogs are only allowed in specific properties, please enquire. If any evidence of a pet (s) is found in a property or on the premises without consent, you will be asked to vacate immediately and forfeit all rental payments. Additional charges may also incur.

Falsified Reservation – Any reservation obtained under false pretence will be subject to forfeiture of reservation deposit and / or rental payment. Guest will not be permitted to check-in. Note: Property may not be sublet by guest.

Refunds – No refunds will be given for late arrivals or early departures. Up to 8 weeks of arrival date, we will refund 100% of the deposit. 4 to 8 weeks of arrival date, we

refund 50% of the deposit. 2 to 4 weeks of arrival date, we refund 25% of the deposit. Less than 2 weeks there is no refund

Damages - Guests assume full financial responsibility for damages due to misuse or negligence and missing items. Please report any damages to housekeeping or the property manager as soon as possible.

Housekeeping – You are responsible for leaving the property in good condition at check out. Linens and towels are not to be taken from the property. We suggest you bring beach towels and beach blankets. Guest will need to provide their own paper items and cleaning supplies. An initial set up of rubbish liners and toilet paper is provided. Extra items needed are the responsibility of the guest.

Items left in Property - Casas-Algarve is not responsible for personal items left in the unit. If items are found and you wish them returned, there will be a service and postage fee charge.

Furnishings – Our properties are individually owned and furnished. Please do not rearrange the furniture, take any items outside that are part of the interior décor or move any furnishing or kitchen items to another property. Additional charges may occur if the housekeepers have to rearrange the furniture after your stay. Although every effort has been made for accuracy, CA is not responsible for errors on this website for property changes made by the owners or any conditions beyond our control upon arrival. NOTE; Rental agent represents property to the best of his/her ability and assumes no liability for errors or omissions.

Internet Services – Most of our properties have internet access. We do not, however guarantee internet connectivity due to service being provide by an outside vendor, restrictions from personal computers, or other factors that may lead to interruption of internet service. In the event the internet service in being inoperable, we will do our best to rectify the problem. No refunds will be given due to the loss of internet service.

Utilities – No compensation will be given for temporary outage of electricity, gas, water, cable, telephone service, heated pools or internet service outages will be reported immediately and all efforts will be made to have them restored as soon as possible.

Maintenance Problems - Maintenance problems during your stay, promptly report any issues to the Property Manager. Please do not leave any windows or doors open while the A/C or heaters are operating. If a A/C unit fails due to doors or windows being left open, the guest will be responsible for cost and repair. CA staff may enter the property to respond to any maintenance and/or housekeeping issues during your stay. No refund or rate adjustment will be made for unforeseen failures such as the

supply of electricity, water, pool filtration systems, air-conditioning, telephone, television or cable service, appliances, etc.

Construction – CA cannot predict construction plans in the area and therefore cannot be held responsible for any inconvenience. No refunds can be given in the event of nearby construction.

PARKING – Please do not park on grass. Park in your designated parking area and do not obstruct others.

Agency Disclosure – CA will not be held responsible for acts of theft, vandalism, or damages to the guests' personal property.

Our Holiday Rental Policies are deemed accepted by the client from the moment a deposit is received.

"Respect thy neighbour" - Please keep in mind your neighbours and keep noise levels down.

PLEASE ESTABLISH A SAFE, NOISE FREE ENVIRONMENT FOR YOURSELF AND THOSE AROUND YOU