



RESERVATION TERMS AND POLICIES

Please take a few minutes to familiarize yourself with our Short-Term Reservation Terms and Policies.

Check-in and Check-out

- **Check-out:** Check-out time must be strictly respected to allow preparation for the next arrival.
 - **Late arrivals:** Must be arranged by email or phone before arrival so we can provide key collection information.
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Property Rules

- **Non-smoking properties:** All properties are non-smoking. Any evidence of tobacco use will result in additional cleaning and deodorization costs. Ashtrays are provided in outdoor areas.
 - **Waste:** All rubbish must be removed daily. Use the nearest bins. On departure day, any accumulated waste may result in additional charges.
 - **Number of guests:** The maximum number of guests corresponds to the number of beds available in the property. Requests for extra beds must be made in advance and are subject to availability and extra costs.
 - **Parties:** Not allowed unless previously authorized by the owner or management company.
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Pool and Common Areas

- **Pool area:** Do not use glass in this area to avoid accidents. Use the plastic cups provided. No diving or running around the pool. Children under 12 must always be supervised by an adult.
 - **Equipment:** Must not be altered or tampered with. For specific requests, please contact the management company.
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Linen, towels and Cleaning

- Self-tanning lotions stain white sheets and towels and may result in additional charges.
 - On check-out day, guests must leave the property clean and in the same condition as they found it. Otherwise, cleaning fees may apply.
 - Sheets and towels must not be removed from the property. We recommend bringing beach towels.
 - An initial supply of bin bags and toilet paper is provided; any additional items required are the guest's responsibility.
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PETS

- Allowed only in specific properties and upon prior request; an additional security deposit may apply.
 - The presence of pets in a property where they are not allowed will result in immediate eviction and loss of payments made.
 - Any evidence of pets may result in additional charges.
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Reservations and Payments

- **Fraudulent bookings:** Any booking made under false pretenses will result in forfeiture of the deposit and stay, as well as refusal of check-in. Only the booking holder may occupy the property, and check-in must be completed by that person, not by third parties.
 - **Refunds:** No refunds are made for late arrivals or early departures.
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Damages and Responsibilities

- Guests are responsible for any damages caused by misuse, negligence, or missing items.
- All damages must be reported to the property manager or owner as soon as possible.



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- Casas Algarve is not responsible for personal belongings left behind. If items need to be shipped, service and shipping fees will be charged.

Furniture and Equipment

- Properties are furnished by their respective owners; moving furniture, using indoor furniture outdoors (and vice versa), or transferring items between properties is not permitted. Additional costs may apply if furniture needs to be rearranged after departure.
- Casas Algarve strives to provide accurate and up-to-date information about each property; however, it is not responsible for changes made by owners or for conditions beyond our control at the time of arrival.
Note: The booking agent represents the property as accurately as possible and is not responsible for errors, omissions, or discrepancies.
- Windows and doors must always be closed and locked when guests leave the property.
- We are not responsible for theft, vandalism, or damage to guests' personal property.

Maintenance, Internet and Utilities

- Maintenance issues must be reported immediately.
 - When the air conditioning is in use, windows and doors must remain closed. Damages caused by improper use will be charged.
 - The Casas Algarve team may enter the property to carry out maintenance or cleaning if necessary.
 - **Internet and utilities (electricity, gas, water, telecommunications):** We are not responsible for interruptions caused by external providers. These situations do not justify refunds or compensation. We will do our best to restore service as quickly as possible.
 - Please respect neighbours and keep noise levels low.
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Others

- **Nearby construction:** May occur without prior notice. Neither owners nor management can be held responsible or required to compensate for any inconvenience.
- **Parking:** Use only the designated area. Do not park on grass or in unsuitable places, and do not block other vehicles.
- **Noise:** Respect neighbours and keep noise to a minimum.
- Always promote a safe and peaceful environment for yourself and those around you.

Policy Acceptance

- Policies are considered accepted once the reservation deposit has been received.