

To ensure that your stay is perfect, we recommend that you carefully read all the details of our Terms and Conditions when making a reservation. If you have any questions or need further clarification, please don't hesitate to contact us directly. We are here to assist you!

Careful reading of our Terms and Conditions will ensure that you are fully aware and well-informed about our policies. This is the first step in enjoying a peaceful and pleasant stay. We look forward to welcoming you and making your stay with us memorable. Welcome!

Terms and Conditions:

1. Payment Policy – Direct reservations:

To secure your reservation, a 30% deposit of the total reservation amount is required. The deposit must be received within 3 days from the moment the reservation is made by the customer.

Your reservation is only confirmed upon receipt of the full deposit amount.

The deposit can be settled via bank transfer or PayPal.

Once we receive the payment, we will send a confirmation email. If you don't receive any email within 5 days of payment, please contact us immediately via email.

Please note that the failure to make the deposit does not automatically result in the cancellation of the reservation, If the deposit is not received within the stipulated time, ONE2SEVEN reserves the right to cancel your reservation.

The remaining reservation amount should be paid within 15 days prior to the arrival date corresponding to the reservation made and confirmed.

Please note that our prices are dynamic and may change based on various factors. Once a reservation is made, and confirmed with the deposit, the confirmed rate at the time of booking is guaranteed and will not change.

2. Payment Policy for Last-Minute Reservations - Direct reservations:

For reservations made within 15 days of the arrival date, we kindly request full payment of the total stay at the time of booking.

3. Payment Methods:

3.1 Bank Transfer Details:

Name: ONE2SEVEN – Holiday Rental Lda
IBAN: PT50 0018 0003 2058 1377 020 86



SWIFT/BIC: TOTAPTPL

Reservation Name and Date:

Reservation ID:

3.2 PayPal Details:

This method incurs an additional cost if used as a service payment to be borne by the customer.

To avoid additional costs, select the "Personal Payment" option.

If you choose to use it as a service payment, ONE2SEVEN reserves the right to charge the corresponding fee, which can be settled upon your arrival.

Email for PayPal transfer: info@one2seven.pt

How to Use PayPal:

Start your PayPal account.

Then, in the menu bar, you have the "Send & Request" option, click on "Send," and enter our email, "info@one2seven.pt," and click "Next."

The next step is to enter the amount to be transferred.

Please send the amount in Euros.

Under the amount, you have the option to send it as a service payment (fees are charged here, and ONE2SEVEN reserves the right to charge these fees), or another option is to send it to a friend or family member (without cost).

After entering the details, confirm all the information and click "Send now."

4. Cancellation Policy:

All our reservations are non-refundable.

We always recommend that the customer obtains appropriate travel insurance to ensure a refund of the payment made for the reservation or in any other related situation in case of cancellation.

Cancellation or early departure is not valid for a full or partial refund of the contracted stay.

If the guest does not show up on the day corresponding to the reservation, it is considered a "no-show," and the total reservation amount will be charged.

5. Cancellation Due to Force Majeure:

In the event of a force majeure, such as serious illness, loss of a close family member, a pandemic, which prevents your arrival and is duly proven, we can issue a voucher for use within 12 months from the reservation date, in the absence of insurance covering such amounts.

The issuance of the voucher is only valid upon proof of the cancellation reason, and the voucher is subject to availability and the daily rate available at the service provider at that time.

6. Check-in & Check-out Times:

Our check-in is strictly by appointment, as our reception is not open 24 hours.

To receive you in the best way possible, we request that you inform us of your arrival time at least 12 hours in advance.

If you wish to arrive early in the morning, we will be happy to welcome you and hold your luggage, allowing you to enjoy a drink by the pool or take a stroll in the village. As soon as your accommodation is ready, we will inform you.

You can inform us of your arrival time via email at info@one2seven.pt or by phone/WhatsApp at +351 917 917 127.

Check-in: 3:00 PM

Check-out: 10:00 AM

If you wish to extend your check-out time, please inform the reception to check for availability. If you do not inform us and extend your check-out time, you will be subject to the corresponding cost of an additional night.

After check-out, you can continue to enjoy all our facilities, and we will take care of your luggage.

7. Identification at Check-in:

For legal reasons, check-in is carried out upon presentation of a valid identification document for each guest.

If the cardholder is not staying at the hotel, we will request the completion and signature of a specific authorization form and the presentation of a copy of their identification document.

ONE2SEVEN may refuse any reservation that does not meet these requirements.

8. Children and Extra Beds Policy:



Cribs: When using an available crib, the stay for children up to (and including) 2 years old is €20 per person, per night.

Extra Beds: When using an available extra bed, the cost is €35 per person, per night.

9. Accommodation Occupancy:

If you arrive with a different number of people than indicated in the reservation, ONE2SEVEN reserves the right to charge €49 per person per night.

If you are bringing children or babies, please inform us and provide their ages so that we can accommodate them properly in beds or cribs.

9.1 Holiday House:

When you choose this accommodation, we will only prepare it according to the number of people you have reserved for.

The remaining rooms will not be prepared and will be closed.

If you wish to have more rooms prepared, please inform us.

An additional cost will apply, 160€/room.

10. Pet Policy:

Pets are not allowed.

For long stays, please contact us directly.

11. Additional Policies:

For your convenience, please inform us of your room preference upon arrival, whether you prefer twin or double beds.

12. Taxes

VAT and service taxes are included in our rates. Municipal touristic tax is not included.

13. Municipal Touristic Tax

The Council of Lagoa, where ONE2SEVEN is located, applies from 01st May 2024 a tourist council tax, more commonly named City Tax.

The values to be charged at check in to the guests are as follows:

High Season (between 01 April and 31 October) – 2€ per guest (from 13 years), per night, for a maximum of 7 consecutive nights.



Low Season (between 01 November and 31 March) – 1€ per guest (from 13 years), per night for a maximum of 7 consecutive nights.

Special considerations and exemptions:

Children up to and including 12 years of age, or persons with a 60% incapacity, duly proven by an identity card or medical statement, are not required to pay the City Tax. Guests staying 8 or more nights are requested to pay a maximum of 7 nights City Tax per person, as stated above.

Need to be paid in cash.

14. Drone Policy

The use of Unmanned Aerial Systems (UAS), including, but not limited to, drones and radio-controlled aircraft and devices, in airspace above private property requires the property owner's advance written approval, according to Portuguese and EU law.

ONE2SEVEN places the highest priority on the privacy and safety of guests and staff, as well as avoiding disruption and maintaining tranquillity throughout the property. To this end, personal drone use is not permitted on property or in the airspace above the property and its off-property venues.

For catering, conference and wedding events contracted on property, professional vendors may request the hotel advance written permission for drone photography and filming exclusively within the contracted event venue.

Take care of our home as if it were your own:

The guest must keep all utensils, accessories, furniture, and property items in good condition and cleanliness, and they are responsible for indemnifying ONE2SEVEN for any items that are destroyed or missing upon departure.

ONE2SEVEN will not be responsible for any material damage caused by guests.

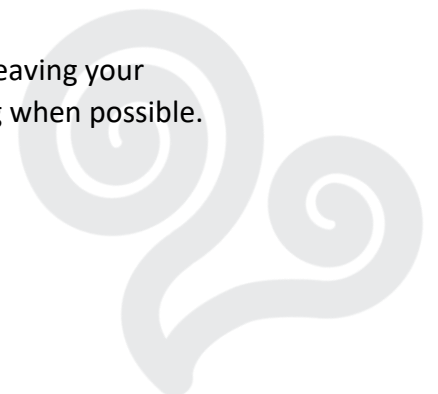
Our accommodations are non-smoking.

All indoor areas are non-smoking, though different policies may apply to outdoor areas.

Please be considerate to our staff, treating them with politeness and recognizing their dedication to making your stay enjoyable.

Save energy and resources:

Turn off lights, air conditioning, and other electronic devices when leaving your accommodation, and use towels and sheets conscientiously, reusing when possible.



Do not disturb other guests:

We value tranquillity and peace throughout our property.

To ensure a pleasant environment for all guests, we do not allow the use of personal music in our space.

Please avoid disturbing other guests, especially at night, by keeping noisy conversations and activities to a minimum, both in your accommodation and during the designated rest hours, starting from 10:00 PM.

Respect the rules of the pool and recreational areas:

Follow the instructions and regulations to ensure safety and comfort for everyone using the hotel's recreational areas.

Pool regulations include not using glass around the pool, no diving, play with balls or other pool games, and adult supervision for children.

The pool is unsupervised, but contains an emergency float in the outdoor area.

You can use the pool at night, but please do so quietly and respect other guests.

Room towels can't be used at the pool.

We are not responsible for any possible accidents.

Regulations for the use of ONE2SEVEN property:

We provide kayaks, boards, bikes, barbecues, and other equipment for your use.

Please use them responsibly, clean them after use, and return them to their designated locations.

Please take extra precautions to avoid any unwanted incidents that could result in loss or damage to hotel property during your stay with us.

Do not invite visitors without permission:

If you wish to receive visitors at ONE2SEVEN, please consult the reception for policies and ensure that your visitors do not cause any disturbances to other guests.

Be responsible with your belongings:

Keep your belongings safe and organized, avoiding leaving valuables exposed in the room or common areas.

Each accommodation contains a safe, please use it.

Reduced Mobility:

Our spaces are not prepared for guests with reduced mobility.

Please contact us for more information.



Parking:

There is free parking available in the outdoor area of the building.

Important to Remember:

ONE2SEVEN is not a place for offensive, noisy, dangerous, illegal, immoral, or improper activities. Guests should not engage in behaviour that could be a nuisance to ONE2SEVEN, its guests, or the surrounding area and should refrain from such behaviours.

ONE2SEVEN disclaims any responsibility for losses, damages, injuries, or illnesses that may occur during the stay or travel or for damage to personal property or valuables of the guest.

ONE2SEVEN reserves the right to terminate the use of the property and facilities by the guest in case of a violation of these terms and conditions. The guest will be required to vacate the property (facilities) immediately, and ONE2SEVEN will not refund the payment or accept any consequential damages or losses. The terms and conditions constitute a binding agreement between the guest and ONE2SEVEN.

ONE2SEVEN reserves the right, at its sole discretion, to change the terms and conditions without prior notice.

The most current version of the terms and conditions will replace all previous versions. ONE2SEVEN encourages the guest to periodically review the terms and conditions to stay informed about updates.

These terms and conditions are drafted in Portugal, and by making a reservation with ONE2SEVEN, you indicate your agreement with the terms and conditions and the exclusive jurisdiction of Portuguese courts in all matters concerning them.

