



## TERMS AND CONDITIONS FLOATING ÁLVARO

### I. SCOPE OF APPLICATION

The terms and conditions contained in this document apply to the relationship between the potential guest, hereinafter referred to as Client, and Floating Álvaro (Maria Raquel Mateus Dias), hereinafter referred to as Floating Álvaro, from the moment of the reservation request until the end of the period of stay.

In situations that are not provided for in the Terms and Conditions, applicable legislation is used.

### II. BOOKING POLICY

Reservations can be made by phone, email and booking engines Booking.com and Airbnb.pt. Telephone and email reservations are subject to availability.

SUMMER SEASON (June 1st to September 30th): minimum reservation of 2 nights.

OUTSIDE THE SUMMER SEASON: Weekend minimum booking of 2 nights.

To guarantee your reservation, you will need to pay 50% of the total cost of your stay.

### III. CANCELLATION POLICY

Any cancellation must be communicated in a timely manner. The amount already paid will not be refunded, giving Floating Álvaro always the possibility of rescheduling your visit (within the available calendar) and in any Floating Álvaro service. New rescheduling within a period of 6 months. Subject to price updates (in accordance with current prices) and conditions in point II "Reservation policy".

Cancellations made less than 48 hours before arrival will be charged 50% of the stay.

### IV. ARRIVAL AND DEPARTURE

Floating Álvaro offers the houseboat from 3pm on the scheduled arrival date. If a reservation has not been made and accommodation is requested at reception, it is subject to availability at the time.

At check-in, the guest will have to identify themselves to the receptionist with their identification document (identity card/passport).

Check-in must be done between 3pm and 10pm.

On the date of departure, the Client will have to leave the houseboat free of people and goods and without any damage by 11 am.

Check-in and check-out may occur outside the defined times as long as availability is checked with Floating Álvaro employees.

If the houseboat is not vacated by 11am on the day of departure, without any justification or prior consent from Floating Álvaro, compensation corresponding to the price of one night will be immediately charged, with the Customer only being entitled to use the houseboat during that period, if there is availability.

Otherwise you will have to pay the compensation and leave the boat as soon as possible.

Floating Álvaro does not have a 24-hour in-person reception service. We appreciate guests letting us know their arrival time.

Upon check-in, you will be given a keychain with a key to the main door. If you lose your key, you must inform Floating Álvaro immediately. The key must be returned at check-out or placed in the safe.

## **V. TERMS OF USE**

Only the people indicated in the accommodation reservation will be entitled to use the houseboat. Temporary visits to our guests are only permitted with prior consent from Floating Álvaro management. The Customer and companion(s), if applicable, must use the houseboat in appropriate conditions, with care and consideration.

The houseboat and equipment available to guests must be used in appropriate conditions and left clean and in good condition.

All damages, malfunctions and thefts associated with the Customer will be charged, taking into account the value of the damages in question.

Children under 14 years of age must be supervised by an adult guest at all times during their stay at the houseboat.

Floating Álvaro will not be responsible for personal property that may disappear within its facilities.

The Customer must always close the access doors to the houseboat, and ensure that they are properly closed.

Access to the houseboat from the water must be via the stairs reserved for this purpose. Floating Álvaro is not responsible for any incidents resulting from jumping into the water.

In case of emergency, the Customer must call the emergency contacts provided.

## **VI. BOAT TOURS HOME**

Prior appointment required for non-staying Client(s) and subject to availability.

For Guest(s) staying, the boat trip is optional. If the Customer intends to take a boat trip, they must inform the Floating Álvaro team at check-in.

The tour will only be confirmed depending on the river's navigability conditions.

For tours, the capacity of the house boat is 12 people.

The house boat will be maneuvered by a qualified person from the Floating Álvaro Team.

## **VII. SPACE RENTAL**

Prior booking required and subject to availability.

The reservation of the houseboat for rental space must be made for a minimum period of 3 hours. Each extra hour will have an additional cost.

To rent the space on the houseboat, capacity is 12 people.

The house boat will always be moored at the marina.

## **VIII. GIFT VOUCHER**

Possibility to purchase a personalized Floating Álvaro voucher, which can include any of our services.

The voucher is valid for one year, with the possibility of extending the validity for a further 6 months, upon payment of an extra reactivation fee.

## **IX. PARKING**

Floating Álvaro does not have private parking. However, there is free public parking nearby.

## **X. ANIMALS**

Due to the characteristics of the house boat, animals are not allowed, except guide dogs.

The introduction, by the guest, of animals into the accommodation allows Floating Álvaro to inform the Customer of the obligation to leave without being refunded the amounts paid in the meantime for the provision of the houseboat during the contracted period of stay.

## **XI. ACCESS TO THE HOUSE BOAT BY FLOATING ÁLVARO**

The Floating Álvaro team will have the right to enter the houseboat, during the Customer's stay, in order to carry out cleaning, repairs and similar work.

## **XII. PRICE OF STAY AND OTHER PRICES**

The price of the stay to be paid by the Customer constitutes the consideration for the use of the houseboat, in the period between arrival and departure.

The total price of the stay will be charged per night, regardless of whether the Customer actually used the houseboat.

The applicable rates will be the agreed prices or the prices established in the Floating Álvaro price list in force on the date of the reservation request. Floating Álvaro will have the right to update prices, informing the Customer in a timely manner.

The fees and amounts indicated for the stay are all plus VAT at the legal rate in force, unless expressly stated otherwise.

We guarantee sleeping for 6 people. A bedroom with a double bed (2 people), a bedroom with a bunk bed (2 people) and a sofa bed (2 people). For each extra person, a fee will be charged.

Floating Álvaro provides current information and promotions on its social networks.

Offers and promotions are temporary and are subject to specific conditions defined.

Specific payment conditions may apply to travel agencies, tour operators and other entities.

## **XIII. PAYMENT CONDITIONS**

To confirm the reservation, the Customer must pay at least 50% of the total stay.

Payment of the cost of the stay and extra services (extra person, tours) must be paid at check-in.

If the length of the Customer's stay is not specified, the price of the stay for each night must be paid by 12pm, check-out time.

At Floating Álvaro we accept payments in cash, MB Way or by bank transfer.

Checks are not accepted.

Specific payment conditions may apply to travel agencies, tour operators and other entities.

## **XIV. CLAIMS**

There is a complaint book in the houseboat and electronically.

Any complaints or suggestions should be forwarded to Floating Álvaro using the contact details provided.

## **XV. RESPONSIBILITY OF FLOATING ÁLVARO**

Floating Álvaro will be responsible for ensuring adequate hygiene, cleanliness and safety conditions at the accommodation.

Floating Álvaro will not be responsible for personal property that may disappear within its facilities.

Floating Álvaro does not assume any responsibility for loss of data provided by the Customer in the case of electronic transmission of payment data, being only responsible if there is culpable action.

Floating Álvaro will not be responsible to the Customer in case of delay in making the houseboat available if there is a force majeure reason. Force majeure will be considered to be those that make it impossible or more difficult to make the houseboat available, such as, in particular, strikes, blockades, natural disasters or accidents on the houseboat itself.

## **XVI. NOTIFICATION DUTY**

In the event of theft, property damage, fire, floods or other damage to the houseboat, the Customer must immediately inform the Floating Álvaro team and do everything possible to help resolve the situation in question.

## **XVII. END OF STAY**

Floating Álvaro has the right to end the stay if the Client fails to pay the amount due, as well as if the Client displays any behavior that affects good coexistence, peace or hygiene.

The Customer may request the end of their stay at any time up to 7:30 pm, to take effect from 12 pm on the following day.

## **XVIII. DATA PROTECTION**

The personal data of the Customer and their companion(s), if applicable, will be stored and processed by Floating Álvaro and service providers, in accordance with the Law, for the services requested by the Customer and for its own advertising campaigns. .

The Customer will have the right to object at any time to the use of personal data for advertising purposes, and must inform Floating Álvaro.

Unless otherwise legislated, the Customer's personal data must be deleted when the legal retention period ends.

## **XIX. GENERAL PROVISIONS**

The Terms and Conditions regulate the Customer's stay at Floating Álvaro and their use of the houseboat. The nullity of one or more of the previous provisions does not affect the validity of the remaining provisions. The invalid provision will be replaced by the valid provision, as close as possible to the commercial and legal intentions of the parties or if this is not possible under current Portuguese legislation.

Confirming your stay at Floating Álvaro implies acceptance of the current Floating Álvaro Terms and Conditions.