



## Reservation Rules.

1 - Our daily rates start at 14:00 and end at 12:00 the next day with a tolerance of 15 minutes after this period, one more day will be charged. Early arrivals or late check out may be available for a surcharge.

2 - The reservation will be effected by deposit of 50% of the total amount of the accommodation, sending proof by email and identification of the contractor.

Pousada Villa da Mata will send you a booking confirmation by email.

3 - From the initial payment of the total amount of the daily reservation will be confirmed featuring the immediate and full acceptance of the terms described in this regulation.

In case of cancellation or alteration of the reservation date, the customer must notify by email the minimum advance described in the Booking Policies. Cancellation or modification by phone will not be accepted. Must be emailed to confirm cancellation. The cancellation or change of dates will be subject to charges according to the conditions described in the item

### **"RESERVATION, CANCELLATION AND NO SHOW POLICIES".**

4 - The balance of payment of daily rates will be charged at check in (entry) even in cases of accommodation without reservation;

5 - Deposits by check, ATM or DOC will only be accepted at least 3 days prior to check in;

6 - After the date or time stipulated for the reservation confirmation deposit and not sending proof, the hostel will automatically cancel the pre-reservation.

7 - We accept Visa, Mastercard, Elo and American Express credit cards.

8 - Courtesy of a child up to four years old staying in the same apartment as their parents or guardians. Two children or more will be charged the additional amount of R\$ 45,00 per child. Complimentary beds for children up to 04 years old will be provided upon availability of the hostel.



9 - The lodging of minors under eighteen years old can only be done by presenting documentation or express authorization of parents or guardians, subject to penalties of Law no. 8,069, 7.7.1990 (Statute of the Child and the Adolescent).

10 - Our prices are set according to the period of use and the number of occupants in our apartments or suites. To stay in the hostel area after the end of the contracted period please inform the reception about the availability and values corresponding to the period. The management will retain the baggage of the guest who does not pay off their pending accounts or exceeds their check out by more than one hour (as per article 1467, §1 of the Brazilian Civil Code). Expenses such as consumption and other extras may be paid at check-out.

11 - Breakfast is served from 06:30 to 10:00 on weekdays and on weekends from 07:00 to 11:30. It is not served in the apartments. Each night includes 01 breakfast per guest.

12 - We are not responsible for objects or belongings left in common areas of the hostel or for valuables or money left in the apartments. In the absence of guests, suites must remain locked. You are requested to close your bags when leaving the suite. The hostel does not offer safes.

13 - Pousada Villa da Mata may charge a 10% service charge for room service or extra services.

14 - The keys must be placed at the reception of the inn. The loss is the responsibility of the guests, including its replacement.

15 - Parking - Complimentary for one car per suite. Parking is monitored and free, not covered by insurance. Kindness is requested from guests who do not leave objects or valuables inside the vehicles in the parking lot.

16 - Pousada Villa da Mata is concerned with environmental preservation and so we ask everyone to throw cigarette butts, papers or any kind of disposal material, only in the dumpsters. Save water by keeping the taps closed. When leaving check that all lamps are off as well as fan, and other electrical appliances.

## ROOM STORAGE

1 - The cleaning of the suites will be done daily between 09:00 and 15:00. If you do not wish this service please notify the reception.

2 - Bed linen is changed every four nights and the bath every two nights, and following this policy we do not make room cleaning or change of towels on the departure day. If you need, this service can be hired separately, directly at the reception.



3 - The utmost care is required for objects, bedding, furniture and utensils owned by Pousada Villa da Mata, which are intended for your guests to provide comfort and well-being. Any damage, destruction, missing or lost will be charged to the guest's account.

4 - Bath / bed linen not found in the apartment at cleaning or check-out will be charged to the guest.

5- To avoid embarrassment, inform the arrival of potential visitors at the Pousada; If they stay in the inn, there will be a fee or lodging of R\$ 120,00 reais.

6 - Objects forgotten in the Inn will be stored for a period of twenty days, and will be forwarded by post upon request and advance deposit of a fee. After this period, the Pousada may give them the destination that suits them best.

### **EXPRESSLY PROHIBITED**

1 - The use of sound equipment in the common areas of the hostel and parking. Please respect other guests by keeping quiet between 22:00 and 8:00

2 - Extend clothes / towels on the balconies / windows of the apartments except on the clotheslines, throw objects through the window or on the toilet facilities;

Toalhas Bring towels from the apartments for any activity outside the Pousada;

- Use bedding / bathing, to clean shoes, hair dyes or other purposes that damage the piece (the amount of the piece that is used / damaged for these purposes will be charged)
- Smoking inside the inn's indoor facilities (apt., Bathrooms, rooms, corridors, balconies, etc.) State Law 13,541 of May 7, 2009.

### **BOOKING, CANCELLATION AND SHOW POLICIES**

(Normative Resolution No. 161/95 of EMBRATUR)

There are many reasons why we can cancel the good and pleasant trip of a sunny or rainy weekend. But according to Law No. 8,245 of 10/18/1991 Art. 48 to 50, hotels and inns do not have a legal obligation to refund a guest's money.



Our intention is to provide comfort and leisure to our guests and we understand when there is no solution other than cancellation. No date transfer fee will be charged, only any price difference between one period and another. We will then accept your request cordially, respecting some of the rules and conditions described below to avoid damage to both parties:

- 1 - Reservation date changes must be made in writing by email at least 7 days prior to the low season check-in date and 15 days prior to the high season check-in date. The hostel does not charge fees for booking date changes.
- 2 - New bookings will only be accepted upon availability of apartments.

### **Withdrawal upon entry**

The cancellation of the stay after the check-in at the entrance to the inn, as well as early departure, mainly due to unforeseeable circumstances or change of weather (rain), will not be entitled to any refund, reimbursement of cash or credit on new nights, resulting in the total loss of the amount paid for the accommodation or night package.

### **NO SHOW - Withdrawal without attendance:**

1 - Non-attendance without prior written notice on the expected date of arrival will be considered "no show" (cancellation without cancellation). Vacancy will remain available for 24 hours from the time of entry. After this period the reservation will be canceled (with retention of 100% of the amount paid), making the vacancy available to another interested party. There will be no refund of the amount paid under any circumstances, including by reason of unforeseeable circumstances or force majeure.

## **VILLA DA MATA**