

BOOKING POLICY TAHU BEACH VILLA

We kindly ask you to carefully read the items contained in this document before making your reservation.

Items

1.Check-in and check-out times

2.Children and teenagers

3.Daily rates, fees and extra objects

4.Pets

5.Cancellation Policy

6.No show

7.Give up after entry

8.Mode of payment

9.Acceptance of policies

1. Check-in and check-out times

We're not 24h open!

Check-in from 2:30pm to 8pm.

Check-out until 10:30am.

Breakfast from 8am to 10am (when this service is hired).

Reception opening hours from 8am to 8pm.

We charge a fee for check-in outside opening hours, please notify reception in advance.

It is mandatory to complete the Guest Registration Form as well as to present a valid original passport during check-in.

If there is a child and/or teenager, you must present a valid original document of the child and another one that proves the authority of the accompanying adult.

If the check-out limit is exceeded (10:30am), a half-day rate contracted will be charged until 2:30pm, after 2:30pm a full daily rate will be charged.

If the guest does not respect the check-out time limit, if necessary, the luggage will be removed and placed in a safe place (it will be recorded as safety proof) so that the property can be released.

Upon departure, the property will be inspected. If there is excess dirt (dirty dishes, stains, grease, blood, paint, clay, etc.) a half-day fine will be charged; if there is damage or loss of objects, the value of the damage caused or the lost object will be added to the daily rate.

2. Children and teenagers

- One child up to 05 y/o in the same apartment as the parents is free of charge. Two children or more will be charged an additional fee; 06 to 11 years, half fee per child; from 12 years old, normal daily rate will be charged;

- The accommodation of minors under 18 y/o will be effected through the presentation of documentation or express authorization from parents or guardians, subject to the penalties of Brazilian Law n. 8,069, of 07.13.1990 (Child and Adolescent Statute).

3. Daily rates, fees and extra objects

- Our price is established according to the period of use, the category and the number of people occupying the unit;

- To stay in the property after the end of the contracted period, ask at reception about availability and corresponding values;

- One bath towel is provided per guest;
- Included in the daily rate: 1 parking space per housing unit; wifi; bed, table and bath linen; cleaning service every 2 or 3 days (as established by management);
- Changing linens and cleaning. Towels will be changed every three contracted days, while sheets will be changed every 6 days.
- We do not replace courtesy items. If the guest wants, can request it at the reception with an additional cost.

- Booking guarantee through payment of 50% of the total amount; the remaining amount of the contracted rates must be paid at check-in;
- Expenses related to extra services must be paid at check-out or earlier if requested by the guest;
- We do not charge service fees.

4.Pets

We are not pet friendly.

TERM OF RESERVATION POLICIES, CANCELLATION AND REFUND OF PAYMENTS

Only pay in advance if you agree with the items below!

Cancellation or change of reservation will be subject to fees and fines.

Notes:

- The reservation will be guaranteed upon receipt of the bank deposit and after bank confirmation of payment. Should the guest fail to pay the deposit or send the proof of payment by the stipulated date, we reserve the right to automatically cancel any preliminary bookings.
- We require a reservation deposit of 50% of the total accommodation as advance payment.
- The remaining 50% amount must be paid at check-in.
- We do not accept checkbooks.

5.Cancellation Policy

- The reservation will be confirmed after the booking payment.
- Full refund of the reservation deposit will occur upon cancellation request formalized by the customer up to seven days after the date of hiring.
- The request for cancellation/transfer of your reservation must be made by email.

Confirmed reservations can only be refunded if canceled up to 30 days before the date of entry (check-in). Cancellation will incur a fee of 30% of the total reservation.

- The booking payment (50% amount paid) will be refunded as follows:
 - Between 29 and 20 days prior to check-in, full refund will be in the form of accommodation credit to be used by the guest within a maximum period of 120 days, depending on the availability of the establishment, as well as rate correction if on the date of rebooking the rate is higher.
 - Between 19 and 11 days prior to check-in, 70% of the amount paid will be refunded in the form of accommodation credit to be used by the guest within a maximum period of 120 days, depending on the availability of the establishment, as well as rate correction if on the date of rebooking the rate is higher.
 - 10 days prior to check-in, THERE WILL BE NO REFUND OF THE AMOUNT PAID.

Special packages such as Christmas, New Year's Eve, Carnival, long holidays and groups

- The booking payment (50% amount paid) will be refunded as follows:
 - Between 29 and 23 days prior to check-in, 80% of the amount paid will be refunded in the form of accommodation credit to be used by the guest within a maximum period of 120 days, depending on the availability of the establishment, as well as rate correction if on the date of rebooking the rate is higher.
 - Between 22 and 16 days prior to check-in, 50% of the amount paid will be refunded in the form of accommodation credit to be used by the guest within a maximum period of 120 days, depending on the availability of the establishment, as well as rate correction if on the date of rebooking the rate is higher.
 - 15 days prior to check-in, THERE WILL BE NO REFUND OF THE AMOUNT PAID.

6.No show

- Non-attendance without prior written communication, on the expected date of arrival, will be considered "no show" (withdrawal without cancellation).

- The vacancy will remain available for 24 hours, from the time of entry. After this period, the reservation will be canceled (with 100% retention of the amount paid), making the vacancy available to another interested party. THERE WILL BE NO REFUND OF THE AMOUNT PAID.

- The payment made for booking (50%) will serve as a cancellation fee and will not be refunded.

7. Give up after entry

- Cancellation of stay on arrival or after entering the establishment, as well as early departure for any reason, WILL NOT GIVE RIGHT TO ANY TYPE OF REFUND, MONEY REFUND OR CREDIT IN NEW DATES, resulting in the total loss of the amount paid for the package or daily.

8. Mode of payment

- Cash;
- Bank deposit;
- Credit or debit cards (installments will have additional card fees).

9. Acceptance of policies

The reservation request by the client and the payment of the reservation deposit implies that he has read, understood and agrees with all the conditions of the Term and Policies provided for in this document and its complements. If you disagree with the conditions set out in that document, please do not make your reservation. Or if you prefer, contact us through the service channels available on the website and let us know about your questions.