

RESERVATIONS - GENERAL TERMS AND CONDITIONS

PART I

1. RESERVATIONS

Reservations should be made by contacting:

The Oitavos Reservation Department

Rua de Oitavos – Quinta da Marinha

2750-374 Cascais

Portugal

Website: www.theoitavos.com

E-mail: reservations@theoitavos.com

Fax: +351 21 043 5939

Telephone: +351 21 486 0020

2. CHECK-IN/ CHECK-OUT

2.1. Check-In time from 3:00 p.m.

Check-Out time until 12:00 noon.

2.2. We will make every effort to honour our guest requests accordingly with our availability; however, we cannot guarantee an early check in or a late check-out. Therefore if any room is vacated after Check-Out time, **The Oitavos** will charge an additional nights stay.

2.3. We will be glad to store our guest's luggage in the event that rooms are not available.

3. CANCELLATION POLICIES

3.1. Any change / reduction in the number of nights or dates, may involve changes in rates.

3.2. Cancellations must be made in writing, including via e-mail, and are not subject to any penalty, if received at least 5 days prior to the reserved check in date.

3.3. Cancellations received less than 5 days prior to the reserved check in date will be charged one (1) night room, including the value of all contracted extra services (SPA, Golf, meals, etc) related with that one (1) night room.

- 3.4. Cancellations received on the reserved check in date will be charged two (2) night room, including the value of all contracted extra services (SPA, Golf, meals, etc) related with those two (2) nights room.
- 3.5. In case of no shows the client will be responsible the for full-stay charge, including the value of all contracted extra services (SPA, Golf, meals, etc).
- 3.6. No show means that the individual client didn't come or didn't cancel the reservation until the end of the reserved arrival day.
- 3.7. After the check-in all booked room nights and contracted extra services (SPA, Golf, meals, etc) will be charged.
- 3.8. Cancelled nights will be automatically available for sale to the general public, and The Oitavos does not guarantee room availability if the customer arrives later than the arrival date.
- 3.9. The above does not applies to Rates or packages sold with a non-refundable notice and can be waived on any other Special Offers.
- 3.10. The amounts indicated above will be charged on the deposit made or on the provided credit card.

4. THE OITAVOS BANK ACCOUNT DETAILS

- 4.1. All payments required to be made to **Quinta da Marinha Palace Hotel, S.A**, must be in the form of cash, an accepted/approved credit card, check or money order:

Company Name:	Quinta da Marinha Palace Hotel, S.A.
Bank:	Banco Comercial Português, S.A.
Office:	Sucursal TagusPark Empresas Edifício 5, piso 0 Ala A 2740-257 Porto Salvo
SWIFT:	BCOMPTPL
NIB:	0033 0000 45398583596 05
Electronic IBAN:	PT50003300004539858359605

- 4.2. In case of wire transfer, we will require, a copy receipt for the amount transferred as well as the date of completion sent by e-mail or fax.

5. OTHER AGREEMENTS

In the event of conflict between any other written Agreement terms and these Reservations - General Terms and Conditions, the former shall prevail.

PART II

6. SPA, INTERIOR POOL AND BALNEOTHERAPY ACESS

Children under the age of 16 are not allowed on the SPA and Balneotherapy area, including interior pool, even when under adults supervision.

7. DAILY CREDIT CARD CHARGE

All sums due shall be charged against the deposit made by the reserve account and or credit card indicated day by day, if that is the understanding of the hotel management.

8. UNDERGROUND CAR PARK

Underground car park is not included on the Room Rate

9. WI-FI

Wireless internet is included on the Room Rate

10. DRESS CODE FOR PUBLIC AREAS

Guests are politely requested to wear shoes at all times. Bare chests, bikini tops and bathrobes should not be worn in the interior public areas.

11. CHILDREN

Children up to the age of 16 must at all-time be under adults supervision.

12. VALUABLES

For your convenience, each room has a safety deposit box. Please note the hotel does not take any responsibility for valuables left in the bedroom.