

An Algarve Holiday with Baby



BOOKING CONDITIONS

Your holiday is probably one of the most important purchases you will make this year, so it is vital that you know exactly what your obligations are and what we will provide you with in return. Please ensure you read and understand the following terms and conditions.

Whilst we reserved the right to increase or decrease accommodation prices at any time, we will confirm to you the current price at the time of booking. As soon as you have confirmed your booking and paid your non-refundable deposit or full payment, the cost of the rental is guaranteed against any further increase. This guarantee is offered subject to our terms and conditions being adhered to and providing you do not make any further amendments to your holiday arrangements.

Your accommodation rental includes accommodation as booked, gas, water and electricity (excludes pool heating unless otherwise stated).

Not included in our rental prices, flights, holiday insurance, car hire insurance, cycle hire, pool heating (unless otherwise stated) and car hire (unless otherwise stated).

Electricity, water & other utility supplies are not as efficient in Portugal as they are in northern Europe, or elsewhere in the World, and are sometimes erratic or subject to breakdown. We cannot be held responsible for any inconvenience or damage suffered due to a general failure of these utility supplies.

Pre Booking

Please enquire about availability of the accommodations before buying your flights; once we have agreed a provisional booking, you will need to book your flights or arrange transportation to the Algarve.

We will gladly provisionally hold apartment cottages for 48 hours whilst you arrange flights etc. Should we receive a firm request to book your provisionally held apartment cottage during your 48-hour provisional booking period, we give you first refusal.

There is no set arrival/departure day at the *The Quintessential*, therefore making it easier for guests to get the best flight option, dependent upon our availability and already confirmed bookings.

Once you have booked your flights or decide you wish to proceed booking an apartment cottage at *The Quintessential* without arranging your flights, a detailed booking confirmation will be sent to you along with a Guest Information Booking Pro-Forma which we ask you to fill in and return to us via return of email or in the post. The Guest Information Booking Pro-Forma must show the names of all persons occupying the accommodation, including the ages of infants and the ages of all under the age of 18. Until this is received, your booking will not be confirmed.

Booking Deposit

To secure your booking we will require a 30% non-refundable deposit to be paid via bank transfer into our UK bank account, in to a Portuguese Euro bank account, via credit card or by UK cheque. For credit card payments there is a handling charge of £7.50 GBP for each transaction. Payment must be received within seven days. We will inform you at the time of booking

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confirmation whom to make cheques payable to should you opt to pay via cheque. Should the deposit payment not be received within seven days, *The Quintassential* reserves the right to cancel the reservation and offer the accommodation to other interested parties.

Upon receipt of the deposit payment, a receipt and secure booking confirmation will be forwarded to you with all the necessary information. Most important, we will also ask you to give us information on your flight arrival time as soon as possible so that we can prepare for your arrival and greeting at the apartment cottage(s). The booking is at this juncture confirmed and your dates will not be offered out to any other interested parties.

The deposit is non-refundable in the event of cancellation for any reason.

The remainder of the balance will need to be paid and received, no later than six weeks prior to arrival. For bookings made within six weeks of arrival, payment in full is required along with the returnable damages deposit and payment must be via bank transfer into our UK bank account or by credit card.

A reminder will be sent to you seven weeks prior to arrival, and if you fail to pay within two weeks or our reminder, we reserve the right to keep your deposit and re-let the accommodation.

Once we have received your balance payment in full along with your returnable damages deposit, a receipt will be sent to you along with detailed directions from Faro or Lisbon International Airport to *the Quintassential*.

Cancellation

If guests wish to cancel their booking, they should advise *The Quintassential* immediately by telephone/email followed by confirmatory letter. *The Quintassential* shall be entitled to retain all payments already made (except the returnable damages deposit) and to recover, if not already paid, the balance of the hiring charge as follows:

50 - 75 days notice: 50% of the rental charge

Less than 50 days notice: 100% of the rental charge

In the unlikely event that circumstances beyond *The Quintassential's* control necessitate the cancellation of the rental arrangement, *The Quintassential* reserves the right to cancel any booking at any time and will only be liable to refund monies already paid by the Guest. Furthermore, the Owner cannot guarantee that all the facilities described in their brochure or website will be available.

Payment

Payments can be made via bank transfer into a UK bank account, in to a Portuguese Euro bank account, via credit card using Paypal or by UK cheque. For credit card payments there is a handling charge of £7.50 GBP for each transaction.

Occupancy

We only allow the number of booked guests into the apartment cottages as per the Guest Information Booking Pro-Forma. If you arrive with more in your party, we reserve the right to cancel your booking and your security deposit will automatically be forfeited.

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In the event of an additional person wishing to use the facilities at the Quintassential that are not resident at *The Quintassential*, please ask the owners for the rate for the usage of facilities. This will only be agreed should *The Quintassential* not be fully occupied at the time of request and at the discretion of *The Quintassential*.

The Orange Cottage accommodates four adults and an infant under the age of 5; for the fifth person usage there is a sofa bed located in the lounge area. Minimum occupancy charge for 4 people will be charged for the Orange Cottage.

The Lemon Cottage accommodates a maximum of three people. The bedroom has a double bed and should you require the single fold up bed or cot in the bedroom, this needs to be requested at the time of booking. Minimum occupancy charge of 2 people will be charged for the Lemon Cottage.

The Carob Cottage accommodates a maximum of three people. The bedroom has a double and should you require the single bed fold up or cot in the bedroom, this needs to be requested at the time of booking. Minimum occupancy charge of 2 people will be charged for the Carob Cottage.

The Casa do Forno Cottage accommodates two adults only. No children are allowed in this cottage. Minimum occupancy charge 2 people will be charged for the Casa do Forno Cottage.

For additional people in the Orange, Lemon or the Carob Cottages there is an additional charge of £75.00 GBP / 120.00 Euros per week or part week.

Should an additional bed be required following your arrival at *The Quintassential* in any of the apartment cottages where an additional bed can be accommodated, there is an additional charge of 120.00 Euros per week or part week and this will need to be paid in cash in Euros prior to your departure.

No under 18's are to occupy any of the accommodations without the supervision of an adult, unless previously agreed with *The Quintassential*.

Returnable Damages Deposit

A Returnable Damages Deposit of £150.00 GBP / 240.00 Euros is required for the one bedroom apartment cottages (Lemon, Carob and Casa do Forno) if two people are occupying the accommodation and £200.00 GBP / 320.00 Euros if three people are occupying the one bedroom apartment cottages.

For the two bedroom apartment cottage (Orange) a Returnable Damages Deposit of £300.00 GBP / 500.00 Euros is required.

The Returnable Damages Deposit includes £50.00 GBP security deposit for the remote control for the electric gates at *The Quintassential*. *The Quintassential* is now a fully fenced and electric gated complex.

The Returnable Damages Deposit is for any breakages and/or damage/loss caused to the apartment cottages during your stay and will be payable when paying your balance payment six weeks prior to arrival. If upon checking out nothing is

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reported damaged, lost or broken, the Returnable Damages Deposit will be returned to your home address or via bank transfer into a UK bank account within two weeks after your departure.

All damages should be reported as soon as possible and payment will be required on major breakages, damaging, loss, tearing and soiling of linen and other items within the cottages, we do understand about normal wear and tear.

We reserve the right to replace or repair any breakage/loss at guests' expenses and to deduct the costs from the Returnable Damages Deposit accordingly. Breakage, loss or damage may postpone the Security Deposit's refund until after the repairs/replacement have been done.

If the Returnable Damages Deposit is insufficient to cover repair/replacement costs, guests agree to pay the additional costs before their departure.

Guests must understand that the apartment cottages are not a hotel; therefore they ensure to leave the apartment cottages in a satisfying state of cleanliness upon departure, in the condition in which they found it upon their day of arrival. If the accommodation is not left in such condition *The Quintassential* reserve the right to make a charge to cover the cost of any extra cleaning.

Arrival & Check-Out Times

Check in time for the all the apartment cottages at *The Quintassential* is between 15.00 and 16.00 hours local time, however, should you have an early morning flight, please let us know at the time of booking or as soon as possible and we will endeavour to have your apartment cottage available for you in the morning, so that you can come to *The Quintassential* straight from the airport. Please note, that sometimes an early arrival with not be possible. At the time of booking we will ask you to give us information regarding your arrival/departure flight times and flight numbers so that we can co-ordinate arrival times. Should your flight be later in the day, there will be someone at *The Quintassential* to greet you.

Check-Out time for all the apartment cottages at *The Quintassential* is no later than 10.00 hours local time. Should you have an afternoon/early evening flight, we do try to avoid the 10.00 hours local time check-out time in order for you to enjoy *The Quintassential* for as long as possible. In the event that we have guests arriving on your departure day, check-out will be at 10.00 hours.

These timings allow us to ensure that the accommodations are maintained to a high standard.

Accommodation

On arrival the owners will greet you, and awaiting your arrival in your apartment cottage will be a very generous welcome hamper for guests staying for a week or longer. For guests staying less than a week, basics such as tea, coffee, milk, water will be provided. For guests staying less than a week and would like to have a welcome hamper available for their arrival, this is possible for an additional charge of 35.00 Euros. Please do let *The Quintassential* know should you require this so that it is awaiting your arrival.

All bed linen and bathroom towels are provided. Pool towels are provided for our guests to use only at *The Quintassential*. Guests will need to bring your own beach towels.

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All the apartment cottages have CD players. Guests to bring own CDs. The Casa do Forno Cottage and the Carob Cottage also have MP3 readers. All the apartment cottages have a selection of puzzles, chess set, dominos, playing cards and a selection of English reading books.

The Orange, Lemon and Carob Cottages have Satellite TV (UK free to view channels), video recorders and DVD players. There are a small selection of videos and DVDs in the Orange, Lemon and Carob Cottages. During high winds and low lying cloud there may be a loss in the satellite TV signal and we at *The Quintassential* are not responsible for such occurrences.

We hope that you will explore our gardens around the apartment cottages and feel free to join in with other guests. *The Quintassential* occupies an acre of hilltop totally fenced in and accessed via electric gates with marvellous gardens and spectacular country and sea views and there are so many places within the gardens to relax and unwind. However we remind you of the tranquillity of the area and request that you respect other guests wishing to relax in peace and quiet. *The Quintassential* is a peaceful and tranquil oasis. There are no ball games allowed at *The Quintassential* except for inflatables at the pool.

Accommodation Cleaning

The accommodations will be cleaned prior to your arrival and after your departure. Although the accommodations will be cleaned after your departure it must still be left in an orderly state and all kitchen utensils washed, opened food items and rubbish disposed of. Should the accommodations need extra cleaning or disposing of your left rubbish then the cost of this will be taken from the returnable damages deposit.

Smoking Policy

We request that guests respect our wishes that all apartment cottages at *The Quintassential* remain "Non Smoking" inside, however we have no objection to guests smoking on the outside terraces if they so wish. Smoking indoors will be considered a breach of the booking conditions and will result in the customer being asked to vacate the apartment cottage(s). In such case the customer will forfeit the rental period, the security deposit and total paid for the apartment cottage(s) rental. You will be liable for a deep clean fee - this will include but is not limited to, professional cleaning of all soft furnishings, linens, rugs etc as well as a "clean air" fee, to de-odorise the accommodation.

Pet Policy

The Quintassential has a strict NO PETS policy. Our pets at *The Quintassential* are very happy to welcome guests, but not the four-legged kind.

Pool Safety

The Quintassential has a heated 10 x 5 metre pool; *The Quintassential* does not accept liability for injury howsoever caused as a result of using the pool. Guests may use the swimming pool at their own risk. They should always observe the safety rules listed in the Information Book provided in the accommodations.

Diving is not permitted. No ball games allowed in the pool area, except for inflatables at the pool. There are other inflatables available for guest use, should you destroy them whilst at *The Quintassential*, it is asked that you replace them like for like or *The Quintassential* will replace them from the returnable damages deposit.

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The Quintassential pool area is enclosed and gated. Children under the age of 16 must be supervised at all times by an adult. Plastic glasses, plates etc are provided within the accommodations for use around the pool. Glass, crockery, beer bottles, wine bottles etc are not allowed around the pool at any time.

In the event that broken glass enters that pool, the pool will be drained and you will be charged the expense of pool draining and re-filling the pool, which takes on average three days and a cost of c1000.00 Euros for the water.

Pool Cleaning

The pool is cleaned and chemically balanced on a daily basis for your safety and comfort; however on rare occasions it may be necessary to apply extra chemicals to the pool to maintain safe and correct chemical levels. Should this occur during your stay, *The Quintassential* will notify you.

Pool Heating

The Quintassential pool is heated at no extra charge from 1st October until 30th April each year. Dependent upon weather conditions – the colder the weather the longer the heater will take to warm up. Guests are not permitted to touch the pool heater controls. Any sign of tampering and the pool heat will be turned off. Pool heating will be switched on the morning your day of arrival and may take some time to heat the pool to optimum temperature. *The Quintassential* is not responsible for the weather, and like you, has no control over the weather! *The Quintassential* is unable to guarantee the water temperature with pool heating, as this will depend on the prevailing weather conditions. *The Quintassential* use a pool cover that helps to sustain the water temperature. The heater is a mechanical device, as with any mechanical device it can be subject to electrical / mechanical failure. If such an occurrence was to happen, every effort will be made to repair the heater.

During the pool heating season, the pool will be uncovered at 10.00 hours and covered again at 16.00 hours.

Hot tub Spa Jacuzzi

The Quintassential has a freestanding hot tub spa Jacuzzi located on the pool terrace. *The Quintassential* does not accept liability for injury howsoever caused as a result of using the hot tub spa jacuzzi. Guests may use the hot tub at their own risk. They should always observe the safety rules listed in the Information Book provided in the accommodations.

Winter Guests Heating

From 1st November through until 31st March, heating is provided in the apartment cottages at *The Quintassential* and is already included in the price quoted. For the Casa do Forno Cottage we provide one oil filled radiator, which is normally sufficient. For the two bedroom cottage (Orange), two oil filled radiators are sufficient. Should you require additional oil-filled radiators, there is an additional charge of 30 Euros per week or part week. This is payable at *The Quintassential* prior to your departure in cash (euros). Also available in all the Orange and Casa do Forno cottages are wood-burning stoves. We can provide guests with a basket of logs should they require, and this is at 10 Euros per basket. The logs are also paid prior to departure in cash (euros). The Lemon and Carob Cottages have the benefit of gas central heating. The gas central heating for the Lemon and Carob Cottages comes on for allocated times in the morning and then again from late afternoon until c22.30 hours. The wood burning stoves in both these apartment cottages are for decoration purposes only.

For our winter guests at *The Quintassential* there are winter tog duvets on the bed and a hot water bottle for guest use. For guests staying outside of these dates who require heating, this is also available at 30 Euros per radiator and payable at *The*

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Quintassential prior to departure in cash (Euros). For central heating in the Lemon and Carob Cottages, this is charged at 90.00 Euros per week or part week.

Children

Children of all ages are welcome at *The Quintassential*. We do everything possible to ensure that families with children have a holiday that is both fun and relaxing. With children of our own we know how important it is to keep kids happy and entertained on holiday, within a safe and secure environment. *The Quintassential* is totally fenced and accessed via electric gates, so a very safe place. There is a lot of space for children to play and to discover nature. The apartment cottages are all separated from the pool area; the pool area is enclosed and gated to give parents of toddlers that extra piece of mind.

We have a children's play area available designed for little ones situated on a large lawned area amongst an orange grove. There is a slide, swings, seesaw etc, this area adds an exciting dimension for all the visiting children and keeps them occupied for hours. There is also a seating area for adults to relax, unwind and top up their tans. There is also a professional size table tennis table and table football for guest use.

We do not charge for children under the age of 2 and can provide a range of equipment for babies and toddlers free of charge, meaning you can travel lighter! The following equipment can be made available to all our guests on request and are provided on a first come, first served basis:

- * Travel Cot with linen - two available
- * Moses Basket with linen - for babies up to 2/3 months - one available
- * Baby Sleeping Bags – 1.0 tog & 2.5 tog (up to 6 months & up to 18 months)
- * High chair - two available
- * Baby Bath with towels - two available
- * Reclining chair (up to 3 months) with attachable activity toy - one available
- * Floor activity centre (up to 6 months) - one available
- * Feeding equipment - children's cutlery, bowls, cups etc - each accommodation has a selection
- * Chicco bottle steriliser - one available
- * Baby Bottle warmer - one available
- * Beach Parasol – each accommodation has one
- * Large Chicco Playpen - one available – only available for the Orange Cottage
- * Hand blender - each cottage has one available
- * Changing mat - two available
- * Potty - one available
- * Toilet seat and step – one available
- * Childs Ready bed – one available
- * Small selection of baby toys – one box
- * Baby paddling pool – one available
- * Baby sit in pool floats (up to 18 months) – two available
- * Night light – one available
- * Small selection of DVD's within the accommodations
- * Satellite TV (CBeebies!) - Lemon, Carob and Orange Cottages have Satellite TV

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We are also pleased to announce in conjunction with a local firm the provisional of a baby welcome pack and baby-sitting service. Both services provided by British Expats. Full details of available items available on our website and within the accommodations

Complaints

The Quintassential sincerely hopes you do not have any! ...But in the unlikely event that you wish to register a complaint during your holiday, please let the owners know immediately and follow this up with a letter. Unfortunately we are not always able to control the components of your rented accommodation and it is possible that an advertised facility may be withdrawn or changed due to circumstances beyond our control and for which we cannot accept liability

Liability

The Quintassential, cannot, under any circumstance, be held responsible by you and your party, for any and all personal injuries, damage to apartment cottage(s) during rental, or theft arising out of or connected in any way to your rental of our property.

The Quintassential will not be held responsible for loss or delay, howsoever caused beyond the owners' control: i.e. Strikes, riots, fire, war, threat of war, terrorist activity, industrial dispute, flight delays or cancellations, natural disasters, adverse weather conditions, flood, transport problems of any kind, or any other event (this list is neither exclusive or exhaustive.)

The Quintassential does not accept liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects however caused as a result of the use of the accommodation(s) and pool.

The Quintassential accepts no responsibility for guests' property while they are in the accommodation(s) and pool area. *The Quintassential* accept no responsibility for lost, misplaced or stolen property, which guests may have left in the accommodation(s) or grounds.

The Quintassential cannot accept responsibility for the sudden failure of accommodation equipment but will take reasonable action to rectify such failure upon notification by the guest.

No liability is accepted by *The Quintassential* for loss of main services or failure of appliances, nor for the consequences of the actions or omissions of person(s) who may control supply of mains service, nor any actions taken in the vicinity of the property by any authority over which there is no control by *The Quintassential*. Furthermore, it is possible that some construction work may take place in local area to which *The Quintassential* is not responsible for.

In the unlikely event that circumstances beyond *The Quintassentials'* control necessitate a cancellation of the rental agreement, *The Quintassential* reserve the right to cancel any booking at any time and would only be liable to refund monies already paid by the client. This will be the full extent of *The Quintassentials'* liability in such circumstances, and *The Quintassential* will not be responsible for any other costs connected with any such cancellation, howsoever arising.

The renting contract nominee is responsible of any degradation on the property and its contents by his fault or by a member of his group or by one of his guests.

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Travel Arrangements

The guests accept full responsibility for making the right travel arrangements to The Quintassential. All passports, visas (if required) and travel insurance are the responsibility of the guest.

Miscellaneous

Whilst we are happy to recommend third parties to assist with your holiday booking e.g. flights, car hire etc, we cannot accept any responsibility for them. Holiday insurance is strongly recommended to cover both flights and injuries whilst abroad.

Whilst major maintenance work is carried out during the winter months when there is nobody at *The Quintassential*, urgent maintenance work will be conducted as and when necessary. All attempts to avoid any inconvenience to guests will be made.

Car hire is **ESSENTIAL** for your stay at *The Quintassential* and we will be happy to recommend a reputable company who knows *The Quintassential* well and we will also be happy to arrange your car hire via them should you request us to.

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