

### **What is the process when booking a room at Honest Place?**

Please always book via our website as bookings are made exclusively online, just follow the steps shown on our website. In case of an issue please contact us by email at [honestplace.pt@gmail.com](mailto:honestplace.pt@gmail.com).

### **Rates & accommodation**

All the rates are in euros, the rates are per room per night.

All rates are subject to change without notice. And accommodation is subject to availability.

Our prices include the bedroom of your choice, the communal areas; living room and small kitchen, cleaning at the end of your stay and all taxes. The maximum capacity at Honest Place is 12 guests.

If you would like to book the entire place for any reason (retreat/ family or friend stay) please contact us by email directly so that we can inform you on availability and any special conditions.

### **Minimum stay**

At honest place we require a minimum stay of 3 nights in Jan-March & Oct-Dec and 5 nights in April till September.

### **Payments**

All the bookings are pre-paid. Once the payment is completed, we will send a confirmation email with the dates of the reservation. In order to provide our Guests with a secure payment system, we choose to work with stripe.

Once we confirm the reservation, we will provide you the account details and we will send you an invoice.

If you have any problems or doubts during the booking process, please contact us at [honestplace.pt@gmail.com](mailto:honestplace.pt@gmail.com). We will do our best to assist you.

### **Can I change the details on my invoice once it has been issued?**

No. Once the invoice is issued, it is not possible to change the details because the invoices are generated automatically, so please make sure you provide the right information before the payment is made.

### **Why do you need the passport data at the time of reservation?**

We kindly ask you for your Passport Data as it has to be collected as required by local laws (SEF – Portuguese Immigration and Border Service). To provide a more casual and relaxing check-in at the time of arrival at the hotel, we prefer to ask for all necessary bureaucratic items at the time of reservation, so you can fully relax while being here.

### **Cancellation**

In case of cancellation more than 12 weeks before arrival, the deposit will be refunded after a deduction of €100 for administration costs. If the cancellation is within 12 weeks of your arrival, we will charge the entire rental amount. Shortening your stay is seen as a partial cancellation, the rental amount will be calculated over the entire initially booked period.

### **Arrival & departure**

Check in time is any time after 4 pm. If guests arrive before, we kindly ask you to let us know so we can see what we can do to make your arrival as comfortable as possible. If guests are expecting to arrive later than 10 pm, it is important to let us know the exact arrival time. As we are not a traditional hotel, we do not have 24-hour reception service. Check out time on the date of departure is 11 am. If the room is not vacated by this time, the customer will be subject to the cost of another night. Unfortunately we can't store your luggage in a safe place for you.

### **Property damage**

Honest Place wants to stand for respect. Respect for yourself, your surroundings and other guests. Please note that guests will be held responsible for any loss or damage to Honest Place's property caused by themselves, their guests, or any person for whom they are responsible.

And although there is no required damage deposit, guests are responsible for ensuring everything is in the exact same condition as when they arrived.

All the articles inside Honest Place are property of the house. We do not allow guests to take them outside of the house, even if guests have the intention to bring them back after.

### **Liability disclaimer**

Honest Place and its owners, directors, management and employees shall not assume liability for any illness, injury or death to persons visiting the properties nor for any other incident of any nature involving any client(s) while they are on the property, nor while traveling to or from the properties. Honest Place cannot be held responsible for loss or damage to private property, however it may be caused.

### **Complaints**

Any complaint about the booking service must be notified to Honest Place in writing or by email as soon as possible (honestplace.pt@gmail.com). Any complaint regarding your stay must be brought to the attention of the management as early as possible during your stay and, if not resolved to your satisfaction, should be notified in writing no later than 14 days after departure.

### **One person booking**

There is no price difference for a room occupied by one or two persons.

PLEASE BE AWARE: GUESTS ARE SUBJECT TO EXTRA CHARGES FOR ANY NON-COMPLIANCE OF OUR TERMS AND CONDITIONS PRESENTED ABOVE.