



Terms and Conditions for Paraíso Azul – Rural Tourism

1. Introduction

Welcome to Paraíso Azul, a rural tourism experience located in the beautiful Algarve, Portugal. By booking a stay at our resort, you agree to the following Terms and Conditions. Please read them carefully before confirming your reservation.

These Terms and Conditions apply to all bookings made through our website, third-party booking platforms, or directly with us.

2. Definitions

- **"Guest"**: Any individual who books or stays at the resort.
- **"Resort"**: Paraíso Azul, the rural tourism property located at Canal, Santa Bárbara de Nexe, Algarve, Portugal.
- **"Booking"**: A confirmed reservation for a stay at the Resort.
- **"Service"**: The hospitality and services provided by the Resort, including accommodation, meals, and any additional services.

3. Booking and Reservations

- **Making a Reservation**: Reservations can be made through our website, by email, by phone, or via third-party booking platforms.
- **Booking Confirmation**: A booking is considered confirmed when we send you a confirmation email with the details of your reservation and your downpayment amount to secure the reservation is confirmed as received by Paraíso Azul.
- **Minimum Stay**: 7 nights **Maximum Stay**: 6 months for Long Term stays
- **Maximum Occupancy**: Each villa has a maximum occupancy based on its capacity, which must be adhered to. No extra beds are available in this accommodation.

One bedroom Villa – Maximum occupancy 2 persons – 60m²

Two Bedroom Villa - Maximum occupancy 4 persons – 100m²

Two Bedroom Villa - Maximum occupancy 4 persons – 115m²

- **Age Restrictions**: The resort does not have facilities or accommodations for (young) children. Their stay is entirely at the risk of the paying guest.

4. Payment and Prices

- **Rates:** All rates are listed in **Euros** and are subject to change. The rates applicable to your reservation are those confirmed at the time of booking.
- **Downpayment:** A downpayment of €500 (five hundred euros) is required for short stay bookings to secure your reservation. However, a deposit of €1000 (one thousand euros) is required to secure your long stay booking. The balance of the full reservation amount must be paid 7 days before arrival, unless otherwise specified. Payments can be made via bank transfer, credit card or cash.
- **Taxes:** All prices include applicable taxes (such as VAT or IVA), but additional taxes or fees may apply depending on your specific booking or services requested.

5. Cancellations and Refunds

- **Cancellation by the Guest:**

Cancellations for short stay bookings (1 week) – Free cancellation.

Cancellations for long stay bookings - must be made 2 months (60 days) before the scheduled arrival date for a full refund of the downpayment.

Cancellations for long stay bookings made with 1 month notice or less - will incur a 50% charge of the downpayment paid.

Cancellation with a legal doctor's certificate – Full refund.

- **Non-Refundable Reservations:** For certain discounted rates or special offers, the booking may be non-refundable. **This will be clearly stated at the time of booking.**
- **Cancellation by the Resort:** If we need to cancel your booking due to unforeseen circumstances (e.g., force majeure, emergency), we will offer you a full refund or the option to reschedule your stay.
- **No-Show:** In the case of a no-show (failure to arrive without prior notice), the full amount of the booking will be charged.

6. Check-In and Check-Out

- **Check-In Time:** Check-in is available from 3:00pm onwards. Early check-in may be available upon request. Minimum age for Check-in is 18 years of age.
- **Check-Out Time:** Check-out is by 11:00am on the day of departure. Late check-out may incur additional charges.
- **Identification:** All guests must provide valid identification (e.g., passport, national ID) upon check-in.
- **Credit Card:** All guests must provide valid credit card details upon check-in.



- **Parking:** Is available free of charge in front of your villa.

7. Guest Responsibilities

- **Conduct:** Guests are expected to behave in a respectful and considerate manner towards other guests and the resort staff. Any behaviour deemed disruptive, illegal, or harmful to the property or other guests or staff may result in immediate termination of the stay without refund.
- **Property Damage:** Guests are responsible for any damage caused to the resort's property during their stay. Any damages must be reported to the management immediately.
- **Smoking Policy:** Smoking is not permitted inside the villas or indoor public areas. Smoking is permitted on the exterior private terraces of your accommodation.
- **Pets:** Pets are not allowed in the resort.

8. Services and Facilities

- **Meals:** Breakfast is available in The Cafeteria from 9:00am. Pre-booking of breakfast is required with 24 hours' notice. Breakfast Price is €15 per person per day.
- **Cleaning Service:** All Villas have air conditioning/heating, fully equipped kitchens with dishwasher and washing machine, oven and hob. Cleaning is provided once per week with linen and towels changeover including pool towels. Additional cleaning can be provided upon request (extra charge).
- **Additional Services:** Ceramic and jewellery workshops are available, please enquire about these services (extra charge). A pool table is available in the Cafeteria and also a library.
- **Wi-Fi:** Free Wi-Fi is available throughout the resort. The quality of the connection may vary depending on your location.
- **Pool/Other Amenities:** Availability of certain services or amenities may be subject to weather conditions or maintenance schedules.
- **Hiking Trails:** We can provide information on beautiful hiking trails on request.
- **Swimming Pool Opening Hours:** 8:00am to 8:00pm
- **Cafeteria Opening Hours:** 9:00am to 10:00pm
- **Resort Main Entrance Opening Hours:** 9:00am to 10:00pm (Guests have the possibility to enter or leave the resort at any time, with or without a car.)

9. Liability and Insurance

- **Liability:** We are not responsible for any loss, damage, or injury caused during your stay due to personal negligence or failure to comply with the resort's rules and regulations.



- **Insurance:** We recommend that guests have appropriate travel insurance that covers cancellations, accidents, lost luggage, and health care during their stay.
- **Force Majeure:** We are not liable for any failure to perform our obligations if the failure is due to circumstances beyond our control (e.g., natural disasters, government restrictions, etc.).

10. Privacy and Data Protection

- **Data Collection:** By booking and staying at the Resort, you agree to our Privacy Policy, which explains how we collect, process, and store your personal data.

11. Dispute Resolution

- **Applicable Law:** These Terms and Conditions are governed by Portuguese law.
- **Dispute Resolution:** In the event of a dispute, we encourage guests to contact us directly to resolve any issues. If a dispute cannot be resolved amicably, the courts of Faro, Portugal shall have jurisdiction.

12. Changes to Terms and Conditions

We reserve the right to update or amend these Terms and Conditions at any time. Any changes will be posted on our website, and the updated version will apply to all new bookings.

13. Contact Information

For any questions or concerns regarding these Terms and Conditions, please contact us at:

Paraíso Azul

Caminho do Canal CP 377^a, 8005-431 Santa Bárbara de Nexe – Faro, Portugal

Email: info@paraiso-azul.pt

Phone: ++ 351 913 702 170

14. Other Information

Paraíso Azul to Faro Airport – 18 Minutes by car

Paraíso Azul to Loulé Town – 5 minutes by car

Paraíso Azul to Beach – 23 Minutes by car

Paraíso Azul to Mar Shopping Centre – 10 Minutes by car

15. Acknowledgment

By using our services, you agree to comply with and be bound by these Terms and Conditions.