



# Lisbon Cool Homes

## Terms and Conditions

### Payment

The Client shall pay a deposit of 25% of the Total Rental Amount. The remaining balance is due 4 (four) weeks before the rental period or at check-in, depending on the house. If booking within 4 (four) weeks of the rental date, the Total Rental Amount shall be paid at time of booking, only for the houses who demand it. In any other case, the deposit of 25% of the Total Rental Amount will be paid at time of booking, and the remaining at check-in. If any payment is not made within the times set forth herein, P.E.H rent-a-house, lda. may treat the booking as canceled, and the usual refund terms shall apply (see below). The Total Rental Amount may be adjusted to reflect changes in exchange rates for bookings arranged more than six months in advance.

### Cancellation

Villas and apartments are not commercial entities like hotels. Properties offered by P.E.H rent-a-house, lda. must be booked far in advance and are not easily re-rented. We strongly recommend clients take out Travel Insurance to protect against a medical emergency or certain other unforeseen circumstances which preclude the client from traveling. Cancellation charges will be levied as follows: (i) on receipt of the cancellation 60 (sixty) days or more before the rental period the charge will be equal to the booking deposit, (ii) on receipt of the cancellation less than 60 days before the rental period the charge will be the full amount of the rental. If P.E.H rent-a-house, lda. is able to re-let the property for the same period, the cancellation charge will be the initial deposit.

### Client Responsibility / Security Deposit

Individual owners may require additional security deposits, as a security against property loss or damage and unpaid charges or debts. The Client is responsible for ensuring the property is left in a reasonable condition of cleanliness and in the same condition of repair as upon arrival. Any extra cleaning, loss or damage to the property, or debts or charges incurred will be itemized and charged to the Client. Clients are required to act in a responsible manner at all times, and to act with respect towards other guests, neighbors, the owner and their staff.

P.E.H rent-a-house, lda. reserves the absolute right to require any individual to vacate a property for disruptive behavior, in which case there would be no refund of any rental payment.

### Number of Occupants

The total number of guests staying at the property may not exceed the number of sleeping places specified in the property information page. The owner reserves the right to refuse entry or evict the entire party if the number of persons occupying a property exceeds the number stipulated.

### Expenses Paid Locally at Extra Cost

[www.lisboncoolhomes.com](http://www.lisboncoolhomes.com)



## Lisbon Cool Homes

The rental property and any facilities or services expressly included in the information provided by P.E.H rent-a-house, lda. are included in the contract price. Normal use of gas, electricity and water are also included unless otherwise stated in the property information page. Some local expenses may be excluded from the rental cost, such as telephone, cleaning services, linens, heating, utilities and personal services such as maids or cooks. P.E.H rent-a-house, lda. will list known locally paid expenses on the Confirmation Invoice.

### **Vouchers**

14 (fourteen) days prior to the travel departure date, P.E.H rent-a-house, lda. will supply the Client with an arrival voucher and additional information required to occupy the property.

### **Arrival and Departure Times**

Unless otherwise agreed, Clients should arrive after 4 PM on the day of arrival and vacate the property by 11AM on the day of departure. Extra €25,00 will be charged for late check-in between 8PM and 8AM.

### **Promotional Information**

P.E.H rent-a-house, lda. has taken care to ensure the accuracy of all information and descriptions contained in its brochures and promotional material at the time prepared, however, nothing in those materials shall be treated as a term or condition. P.E.H rent-a-house, lda. shall not be liable with regard to any difference of opinion as to the condition or quality of the properties, or the surrounding area, nor for temporary defects or stoppages of any utilities. Properties may not always appear exactly as pictured or described due to normal wear and tear, changes in furnishings and changes after materials were prepared.

### **Complaints**

Should any problem occur with the property, the Client must immediately (within 24 hours) notify the property owner or manager. The Client should also inform P.E.H rent-a-house, lda. of the problem within 48 (forty eight) hours if the problem has not been remedied. The Client should allow the owner or manager reasonable time to remedy the problem, or to find a suitable replacement property. Vacating the property without P.E.H rent-a-house, lda. authorization does not constitute an adequate cause for a refund. The Client is responsible for informing P.E.H rent-a-house, lda. of any complaint and allowing it a reasonable opportunity to remedy the problem during the rental period; failure to do so will avoid any claim following the rental period. In case of U.S clients note that you are booking a property in Europe with the understanding that there are cultural, architectural, economical and natural differences from the United States of America.

### **Changes or Cancellation by Owner or P.E.H rent-a-house, lda**

[www.lisboncoolhomes.com](http://www.lisboncoolhomes.com)



# Lisbon Cool Homes

In the event of any change or cancellation by the property owner, P.E.H rent-a-house, lda shall inform the client promptly and shall endeavor to offer the Client substituted properties. The Client will have a choice of accepting the substitute property and paying or receiving the difference in rate for the new property, or P.E.H rent-a-house, lda. will refund all monies paid. In the event of changes or complete cancellation P.E.H rent-a-house, lda. liability will be limited to the refund of all monies paid. In no event will P.E.H rent-a-house, lda. be responsible for any consequential or incidental damages, including travel expense, alternative lodging, or other expense.

## **Liability**

Client understands and acknowledges that P.E.H rent-a-house, lda. owns some rental accommodations and undertakes also to act as agent for the owner of the property. As such, P.E.H rent-a-house, lda. shall only be responsible or liable for any accident, loss, damage, injury, or inconvenience arising from the rental of one of its properties, except insofar as that occurrence is caused by the direct and gross negligence of P.E.H rent-a-house, lda. or that of its employees. In owner's properties all claims of accident, loss, damage, injury or inconvenience are acknowledged to be solely between the Client and owner. P.E.H rent-a-house, lda. does not accept liability for any loss or damage caused by weather conditions, riot, strikes, sickness or any cause beyond its control.