



# VILLAS DE TRANCOSO

## RESERVATION, PAYMENT & CANCELLATION POLICIES

To make a reservation you are welcome to contact us directly or use our on-line booking system. For those that prefer assistance you will be greeted by our friendly reservation team whether you call or write. Our goal is to simplify the process while ensuring you receive the same customized service you have found in the past.

For those who wish to join us for Christmas, New Years or Carnival special conditions apply. While it is possible to book one of our 7 night holiday packages on-line you may find it easier to contact us directly if you have a need for greater flexibility in planning your holidays.

### **RESERVATION CONDITIONS**

- Check-in available from 2:00 pm and check-out before 12:00 noon.
- All reservations are tentative until confirmed by email and the initial deposit has been received.
- Payment of the balance must be received by the due date. Any reservation that does not meet this requirement may be cancelled without notice. See cancellation policy below for applicable fees.
- Breakfast included in daily rate.
- Limited availability for stays of less than 3 nights... please contact us directly.

Extra person charges:

- High and Low Season: R\$ 525 per adult/day and R\$ 280 per child/day.
- Christmas, New Year and Carnival: R\$ 1.050 per adult/day and R\$ 560 per child/day.

Charges Apply to:

VIP Villa, One Bedroom Villa, and Suite... more than 2 people.  
Two Bedroom Villa... more than 4 people.

Note: Children over 11 years of age will be considered adults.

### **PAYMENT POLICY**

#### **High and Low Season**

50% to confirm the reservation  
50% two weeks before arrival

#### **Christmas, New Year, Carnival and Special Events**

50% to confirm the reservation  
50% two months before arrival

## CANCELLATION POLICY

### High and Low Season

-more than 30 days in advance of arrival: 10% cancellation fee on total value of reservation with balance (letter of credit) applied to future stay in next six months.

-15-30 days in advance of arrival: 20% cancellation fee on total value of the reservation with balance (letter of credit) applied to future stay in next six months.

-3-14 days in advance of arrival: 30% cancellation fee on total value of the reservation with balance (letter of credit) applied to future stay in next six months.

-0-2 days in advance of arrival: non refundable

### Christmas, New Year, Carnival and Special Events

-more than 60 days in advance of arrival: 20% cancellation fee on total value of reservation with balance (letter of credit) applied to future stay in next six months

-30-60 days in advance of arrival: 30% cancellation fee on total value of reservation with balance (letter of credit) applied to future stay in next six months

-0-29 days in advance of arrival: non refundable

### SEASONS:

Low... after Carnival to December 14th

High... December 15th to Carnival and National Holidays

Christmas, New Year and Carnival... Special rates apply. Please contact us directly.

### CONTACT:

Phone: (55) 73 3668 1151

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