

FAIAL COTTAGE (B&B)

General terms and conditions

General

- Our terms and conditions apply to all users of Faial Cottage B&B located at Rua de Cima 46, Cedros, Faial, and Faial Cottage, located at Rua de Cima 48, Cedros, Faial. These general terms and conditions enter into force by entering into the booking agreement.
- Reservations can only be made by persons who have a permanent residence and are at least 18 years of age or older.
- We are not liable for damage, loss or theft of property of our guests.
- In case of disputes, (legal) costs are borne by guests; this also applies to risks related to a stay. Our administration is decisive unless guests prove otherwise.
- Damage and disappearances of movable and immovable property of our accommodation must be immediately reported to us by guests and, if necessary/desirable, to be reimbursed.
- In the event of violation of these general terms and conditions, not following instructions, rules of procedure and inappropriate behaviour, we may immediately deny and/or refuse guests, without further notice and giving reasons and without reimbursement of residence fees.
- Family Staal (Roelf Staal and Margreet Hulsman) are the owners and managers of both Faial Cottage B&B and Faial Cottage, further referred to as the owner.

Reservation and confirmation

- The rental period may be entered into thru our booking portal on www.faialcottage.com or one of the following online booking portals: VRBO, AIRBNB, CLICKSTAY, HOMESTAY, BOOKING.COM
- Payment is done immediately upon booking the B&B thru the online payment options offered in the booking portal.
- Faial Cottage does not accept cash payment.
- Upon receipt of your reservation request, Faial Cottage will send a confirmation by e-mail.
- Our booking confirmation refers to the terms and conditions.

Payment

- The accommodation fee must be paid in advance through our online booking service offered by RentAccent or through the online booking portals that all offer a payment service. Any other form of payment is not accepted.

Arrival and departure

- A valid ID must be shown upon arrival.
- For Faial Cottage B&B: Check-in on the day of arrival is from 14:00 to 18:00.
- For Faial Cottage: Check-in on the day of arrival is from 15:00 to 18:00.
- Check-out on the day of departure is until 11:00.
- No refund will be made on early departure.

Cancellation

- If guests are unable to comply with the agreed reservation agreement, please report this, so that the freely released room can still be offered to others.
- In case of cancellation of an individual reservation, the following conditions apply per unit:
- **Faial Cottage B&B (Unit 1):**
- Cancellation 60 days or more before the effective check-in date: the full amount paid will be refunded minus a 6% administrative fee to cover processing and banking costs.
- Cancellation between 30 and 59 days before the effective check-in date: 50% of the amount paid will be refunded. No additional administrative fee applies.
- Cancellation less than 30 days before the effective check-in date: no refund is possible. 100% of the booking amount is due.

- **Faial Cottage (Unit 2):**
- Cancellation 60 days or more before the effective check-in date: the full amount paid will be refunded minus a 6% administrative fee to cover processing and banking costs.
- Cancellation less than 60 days before the effective check-in date: no refund is possible. 100% of the booking amount is due.
- Flight/ferry cancellations do not give you the right to a refund. Faial Cottage (B&B) cannot be held responsible for delayed arrival / no-show so no refund applies.
- If you have not booked directly with us, the cancellation conditions of the relevant portal apply.

Breakfast

- Breakfast is served between 08:00 and 10:00 (Faial Cottage B&B only).

Your stay

- Children from 8 years welcome, younger children not allowed.
- Smoking is not allowed inside. Smoking can be enjoyed outside.
- Open fire is not allowed indoors.
- Cooking / baking is prohibited (Faial Cottage B&B only)
- Pets are not allowed.
- Noise pollution, especially between 10 p.m. and 7 a.m., must be avoided.
- Music devices must not be of nuisance to others.
- It is not allowed to light candles inside due to fire hazard.
- It is not allowed to consume, use, trade or carry narcotics. This applies to the rental unit and its associated grounds.
- Unregistered guests are not allowed in the rental unit
- The use of a BBQ in the garden/on the terrace is not allowed.
- Waste is to be deposited in the intended bins / plastic bags.
- Faial Cottage (B&B) accepts no liability for personal injury or damage to persons resulting from the improper or abusive use of any equipment, furniture, appliances, or facilities present in or around the rental units. Guests are expected to use all amenities responsibly and in accordance with their intended purpose.

Internet and facilities

- Wi-Fi is provided as a courtesy and is not guaranteed. Faial Cottage (B&B) accepts no liability for outages, speed limitations, or inability to connect.

- The internet connection may not be used for illegal downloading, streaming of unlicensed content, or any other unlawful activity.

Force majeure

- Faial Cottage (B&B) shall not be liable for any failure or delay in performance caused by circumstances beyond our reasonable control, including but not limited to natural disasters, extreme weather, earthquakes, volcanic activity, government restrictions, pandemics, or other force majeure events. In such cases, we will endeavour to offer alternative dates or a partial credit, but no automatic refund is guaranteed.

Privacy

- Personal data provided during the booking process will be handled in accordance with applicable data protection legislation (GDPR). Guest data is used solely for the purpose of managing the reservation and will not be shared with third parties, except where required by law or for the operation of the booking service.
- Security cameras may be present on the exterior of the property for safety purposes. There are no cameras inside the rental units.

Applicable law

- These general terms and conditions are governed by Portuguese law. Any disputes arising from a reservation or stay that cannot be resolved amicably shall be submitted to the competent court in the district of Horta, Azores, Portugal.