**Internal Rules of the Accommodation**

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Internal rules of the accommodation – Local Alvor accommodation

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Welcome to Albur Village. We present you with our internal regulation in the sense that we can serve you in the best way.

**I**

**Check-in**

1.1) Check-in takes place between 2:30 pm to 7:00 pm, which must be agreed in advance what times it’s more convenient for the guest.

1.2) We cannot do the check-in without payment in advance, which must be accompanied by a deposit of 150€, which serves to cover any damage and/or loss of keys during the say. Otherwise, the full amount of the deposit will be refunded upon check-out.

1.3) Upon check-in, guests must identify themselves and provide their identity card/passport.

1.4) Upon check-in, you will be given a key ring with two keys: one for the main door of the property and the other for the designated flat.

1.5) If you lose one of the keys, you must immediately report the incident, so that a new key could be issued for your security.

1.6) In exceptional cases of emergency, you can call the contact number +351 930 422 321.

1.7) Any change to the stipulated times will have to be informed in advance.

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**II**

**Check-out**

2.1) Check-out will take place between 9 am to 11 am.

2.2) On the day of the departure, the apartments must be free until 11 am.

2.3) Upon check-out, the deposit will be returned if there is no damage and the keys are properly returned.

**III**

**Noises**

3.1) As a matter of respect and understanding for all guests and residents, special attention is asked for silence in social areas and corridors, as the majority of our guests come to rest.

3.2) From 10 pm onwards, activities involving noise that is likely to disturb other guests are not allowed.

**IV**

**Damage**

4.1) If there is a need for the owner of the accommodation to travel to the site, outside of opening hours, to resolve a situation caused by the guest, the value of the deposit will not be refunded.

**V**

**Security**

5.1) Pursuant to the decree-law no.º 228/2009 of 14/07, this company will not be responsible for money, jewelry, or any other valuables that may be lost within its facilities during your stay.

5.2) We do not have a luggage storage service.

5.3) Always remember to close the main access doors to the building, the apartment doors and to make sure that they are properly closed and the interior lights are switched off.

5.4) The permanence and/or stay of people who are not part of the list of guests of the accommodation is not allowed.

**VI**

**Prohibitions**

6.1 According to the general rules for tourist accommodation, it is not allowed within the accommodation facilities to:

a) Smoke or vape.

b) Changing or altering the layout of the rooms.

c) Leave rubbish in common and private spaces.

d) Excessive intake of alcoholic beverages.

e) Pets are not allowed inside the premises.

**VII**

**Promotions and other offers**

7.1) The local accommodation, through the website, informs about any promotions that are taking place.

a) Special offers and promotions are temporary and are subject to the specific conditions defined.

**VIII**

**Hygiene and cleaning**

8.1) The cleaning of the accommodation is carried out whenever requested, at an additional cost.

a) Despite the above, whenever there is a change of guests, the cleaning of the apartment will always be carried out.

b) If the stay is longer than 7 days, the guest can request new sheets and towels that will be delivered after collecting the used ones.

c) The replacement of sheets is limited to that and does not include making the bed, a task that must be carried out by guests.

**IX**

**Reservations**

9.1) Reservations can be made by phone, email, through the website, or in person and are subject to availability.

**X**

**Use of the swimming pool**

10.1 The conduct signs in the pool areas must be respected.

10.2 Each apartment is entitled to two sun loungers, which after use must remain in the position as found.

We hope you have a pleasant stay and thank you for your preference,

Albur Village Team