

Internal Regulations [EN]

I. GENERAL RULES

1. Rules applicable to accommodation services

1.1. The purpose of this document is to define the rules that must be complied with by all customers during their stay and / or to those who access the establishment, in accordance with the applicable legislation and the rules of **Casas do Ermo** (hereinafter, the "Client" or "Customers").

1.2. The Internal Regulations are available to Customers at all times, at the reception of the establishment, in Portuguese and English, as well as on the website of Casas do Ermo (www.casasdoermo.com).

1.3. The establishment has a demanding policy regarding the protection of the environment, so we ask Customers for maximum cooperation.

2. Admission and access

2.1. In accordance with the provisions of article 48 of Decree-Law no. 186/2015, which amends Decree-Law no. 39/2008 establishing the legal regime of the installation, operation and operation of tourist resorts, the hotel reserves the right of access and admission, under the legal terms and set out in this document.

2.2. All customers (including minors) staying in the establishment are required to present their identification document at the time of admission to the establishment.

2.3. Before admission and as a user of the accommodation services, the Client will receive an entry form (to be completed by any person over 16 years of age who accesses the room) and an admission contract, which must be signed by

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him/herself. This document contains the name, surname and other data necessary for the realization of the Client's registration (hereinafter, the "Admission Agreement"). Once signed, the Admission Agreement will be kept by the establishment for the purpose of compliance with the applicable legislation, during the legally established period.

2.4. The room key must be given to the Customer after signing the Admission Agreement. The room key is strictly personal. Therefore, the Client must adopt the necessary measures to ensure the security of his room key, as well as must inform the reception as soon as possible in case of loss or loss of the same. The client must make sure that the door of the accommodation is properly closed before leaving the accommodation or going to sleep.

2.5. *Check-in* takes place from 12:00 noon on the date of entry (time may vary depending on the establishment). On the dates of maximum occupancy of the establishment, the availability of the accommodation unit for the Client may be postponed for a period of time not exceeding three hours.

2.6. *Check-out* takes place until 12:00 noon on the date of departure. No extension of room occupancy for a period longer than the contracted time will not be allowed, unless the *late check-out* service has been contracted. For this purpose, the Customer must check availability and applicable rates at the reception desk of the hotel. In the event that the *late check-out* service has not been previously contracted and the Customer has not respected the departure time, the rate corresponding to an extra day of room reservation will apply.

2.7. In cases where the reservation admits cancellation, this must be communicated by the Customer to the establishment no later than 18:00 (eighteen hours) of the day of entry (local time of the establishment). This rule excludes situations in which the establishment has informed the Customer of a different time at the time of booking. The cancellation must be communicated to the establishment through the email or direct contact with the establishment. If the reservation is not canceled and the Customer does not *check-in* under the terms set forth in this article, he will be charged for the first night.

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2.8. At the time of access and throughout the stay, the Customer and any other authorized user accompanying him/her, undertake to:

- a. Observe the rules of coexistence and hygiene dictated for the correct use of the establishment;
- b. Respect the internal rules of the establishment;
- c. Respect the agreed *check-out date* of the establishment;
- d. Pay for the contracted services at the time of submission of the invoice or within the agreed deadline. The lodging of any complaint shall not entail remission;
- e. Respect the employees, the facilities and other users of the establishment, as well as its equipment.

3. *Impediments to access*

3.1. Those responsible for the establishment may prevent access and permanence in it, to Customers who do not comply or have failed to comply with any of the obligations listed in these internal regulations.

3.2. It is forbidden to stay to guests who exceed the number initially contracted with the establishment, per room / accommodation. In these cases, the Customer must pay the amount set for access to that number of guests, per room, as applicable. Likewise, the establishment is not responsible for the actions that may be practiced by third parties not included in the reservation, that the Customer admits in his room and whose stay has not been communicated to the establishment.

3.3. The establishment adopts a policy of zero tolerance in relation to violent behavior, non-compliance with these internal regulations, violation of the usual rules of social coexistence, unauthorized access to the premises of the establishment or, in general, to behaviors that are likely to cause disturbances to the public space, customers or the normal functioning of that one. In these circumstances, the establishment reserves the right to expulsion – without any kind of compensation or refund of any amounts paid – of the individuals causing

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any disorder. If necessary, the establishment may request the assistance of the security forces to carry out such expulsion.

4. Payment, refund and invoicing

4.1. Payment for the stay is made upon *check-in* (unless otherwise stated in the conditions of sale), through any means of payment accepted by the establishment (except personal checks) and with a cash payment limit of:

- € 3,000.00 (three thousand euros) for natural persons residing in Portugal and € 10,000.00 (ten thousand euros) for individuals not resident in Portugal (who do not act in commercial or business capacity);
- € 1,000.00 (one thousand euros) for legal persons or natural persons acting in a commercial or business capacity (resident or non-resident in Portugal), in accordance with the provisions of Law no. 83/2017, of 18 August, which establishes measures to combat money laundering and terrorist financing and Law no. 92/2017, of 22 August, which amends the General Tax Law.

The establishment may request a deposit or a credit or debit card number as a guarantee of payment for the accommodation, to cover the costs of no-show, extra services or, if applicable, costs arising from damages caused by the Customer in the establishment.

4.2. Any refund must be processed through the same payment method used by the customer and with the authorization of the hotel director.

a. Reimbursement of cash payments

Cash refunds can only be made upon the physical presence of the customer at the hotel and up to a maximum of €200 (two hundred euros). In the event that the amount to be refunded exceeds €200 (two hundred euros), the remaining amount must be refunded by bank transfer.

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b. Refund of payments made by credit card

Whenever possible, the refund of the payment of amounts paid by credit card should be made using an automatic payment terminal (APT). When this is not possible, the customer must request a refund from UNICRE.

c. Refund of payments made by bank transfer

The refund of payments made by bank transfer must be processed through this method. The customer can obtain more information about this process from the hotel reception.

4.3. The establishment offers an electronic invoice service to the Customer. To request this service, the Customer must consent, through the Admission Contract provided at *check-in*, that the establishment acts as responsible for the processing of their personal data, in order to issue the electronic invoice and send it to the Customer through the email address provided. The Customer may revoke his consent at any time, in the establishment or through the contact address indicated on the invoice.

II. VALUABLES AND SECURITY

1. Value of the objects

1.1. The Customer is solely responsible for keeping his/her belongings under constant surveillance in the common areas of the establishment (including the car park). The establishment is not responsible for goods or objects that are not deposited in the safe or that have not been deposited for safekeeping, taking into account the scope of the limits established in the insurance policy.

1.2. The objects left by the Customers in the establishment will be stored for 12 (twelve) months from the date of *check-out*. After this period, the establishment is not responsible for them.

1.3. The staff of the establishment is not responsible for the letters and/or orders sent to Customers during their stay in the establishment. Customers must ensure that they receive their orders in person.

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2. Security

2.1. For safety reasons, it is expressly forbidden to use electrical or gas appliances in the rooms, such as *camping* gas, coffee machines, etc. It is also forbidden to possess any dangerous or illegal substances in the rooms or in any other area of the establishment.

2.2. In accordance with the provisions of Law 37/2007, as amended by Law 63/2017, smoking is prohibited in the establishment, except in the areas designated for this purpose, if any. In case of non-compliance, the establishment may request the Customer to pay the expenses related to the cleaning and extraction of the smoke.

2.3. The remote control of the television may be picked up at the reception, upon payment of a deposit, to be returned upon return of that device, to which must be added the receipt of payment of this amount.

2.4. Failure to comply with these provisions guarantees the right to expulsion of the Customer from the establishment, as provided for in article 1.3. of these internal regulations.

2.5. The safety of the stay of pets is regulated in Chapter II of these internal regulations.

III. Storage and cleaning

1. In view of the daily cleaning of the room, the Customer must ensure that it is available at the entrance of the employees awarded for this purpose at least once a day.

1.1. The use of bath towels is exclusively reserved for personal hygiene purposes.

2. It is the sole responsibility of the Client to maintain the layout and condition of the furniture of the room as found.

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II. Rules applicable to stays accompanied by pets (subject to the availability of the establishment)

1. Duty to communicate

1.1. The presence of the pet must be communicated to the establishment at the time of booking. For clarifying purposes, we inform you that pets allowed during the stay means one domesticated dog or cat per room. If you wish to stay with other animals, you must consult the establishment before completing the reservation. The Customer must check the requirements for the admission of pets with the establishment.

1.2. The Customer declares that his pet is vaccinated with all the vaccines required in Portuguese territory and that it complies with the requirements of the applicable legislation in the territory where the establishment is located, even if its place of origin is not Portugal.

1.3. The presence of the pet may be possible in Ermo Villas under certain conditions (see points 2. and 3. Infra), but it is not possible at Ermo Lofts.

2. Duty of Care

2.1. Pets must always be kept on a leash and kept at least 2 (two) meters away from the owner in all premises of the establishment. Potentially dangerous dogs must wear muzzles and have liability insurance that may be requested upon *check-in*.

2.2. Pets are not allowed in the common room of the establishment, with the exception of assistance dogs, which must wear a leash, muzzle be kept on a leash.

2.3. Customers who are accompanied by pets are responsible for ensuring the

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proper hygienic and sanitary conditions, as well as ensuring that they do not disturb the tranquillity of other guests.

2.4. It is strictly forbidden: a) Leave pets alone in the room or inside the vehicle parked in the parking lot of the establishment; b) Leave food in the pet bowls after *check-out*; c) Bath the pets in the bathroom of the room and use the bath towels to dry them; d) Let the animals use or sleep in bed, in the armchairs or in any element of the bedroom furniture.

2.5. In the event that the staff of the establishment has to access the room, it must be ensured that the safety conditions with regard to the animals are concerned.

3. Additional Cost

3.1. The stay at the pet establishment may incur an additional charge per day. The Customer should consult the applicable rates with the establishment.

4. Damages

4.1. The Customer will be responsible for all damages caused by the animal to third parties and / or to the furniture of the establishment, and / or extra cleaning costs that may occur during his stay in the establishment, so it is mandatory to provide a credit card on arrival for a security deposit and a contact telephone number. In case of damages or expenses caused by the direct or indirect behavior of the pet, the guarantee will be executed for the amount corresponding to the situation generated by the same.

4.2. The establishment is exempt from any subsidiary liability in relation to damages, losses and inconveniences caused by the pet to people and property.

4.3. In the event that the Customer does not respect the provisions of this

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chapter, the management of the establishment reserves the right to cancel the reservation / stay in the establishment.

III. RULES APPLICABLE TO THE USE OF THE CAR PARK

1. Rules for the use of a car park

1.1. The Customer must occupy only one parking space per car;

1.2. The use of the designated parking area for disabled persons shall be justified by the display of the corresponding badge in a visible manner inside the vehicle.

1.3. The free car park is for the exclusive use of the Customers of the establishment, coinciding with their period of accommodation and ending at the time of *check-out*.

2. Rules applicable in case of damage

2.1. The establishment will not be liable for any damage caused to the vehicle in accordance with the applicable regulations. The establishment is not responsible for any damage caused or received by the vehicles using the car park service, nor for any objects deposited in them, as well as for the theft or theft of the vehicle itself.

2.2. The Customer shall be liable to the establishment and to other Customers for any damages caused to them due to breach of duty or carelessness in driving the vehicle in the car park. The Customer accepts and acknowledges that the establishment may charge the amount of damages caused to the establishment to the card deposited as a guarantee of the stay.

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IV. USE OF THE POOL

1. Rules applicable to the use of the swimming pool

1.1. The use of the pool service by the Customer outside the hours set by the establishment is prohibited.

1.2. Access to the pool will only be allowed to Customers staying in the establishment, as well as to those who have paid the entrance fee (if applicable).

1.3. Access to the pool is subject to availability, respecting the capacity defined by the establishment for the same.

1.4. The use of the pool is subject to the use of appropriate clothing, in accordance with the customs and practices of the country. For reasons of health security, it is forbidden to enter the pool with clothing not suitable for this purpose.

1.5. It is mandatory to use the showers before entering the pool.

1.6. The use of the sun loungers in the pool space is free of charge and cannot be reserved. The staff of the establishment is allowed to vacate the unused sun loungers for 30 consecutive minutes in the event that other users are waiting to occupy them. In such a case, the personal belongings that are on the unused sun loungers will be delivered to the reception of the establishment.

1.7. It is forbidden to use the towels in the room in the pool and/or on the beach. The Customer must contact the reception in order to check if the establishment has a towel service for the exclusive use of the pool and / or beach and, in such case, the conditions applicable to the service.

1.8. It is forbidden to bring glasses or other glass objects to the pool area.

1.9. The use of buoys or inflatables inside the pool is prohibited, except in the

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case of people with this need (children or people with disabilities).

1.10. The consumption of drinks in the pool is prohibited, unless they have been purchased at the pool bar or at any other point of sale in the establishment.

V. GENERAL INFORMATION APPLICABLE TO ALL SERVICES

1. Customer Support: for any type of doubts or questions regarding the operation of the establishment, the Customer should contact the reception staff. This will be available to provide the necessary support or, if necessary, contact the head of the establishment to solve it.

2. Processing of Personal Data

2.1. The establishment, as the controller of personal data, will process the data provided by the Customer on his arrival at the establishment or during his stay for the purposes of: booking management, compliance with legal obligations, for security issues (based on legitimate interest), *marketing* activities (including *marketing* direct campaigns) and to improve the quality of stays, including satisfaction surveys.

2.2. The data will be communicated to Casas do Ermo, Lda., to other legal entities of Casas do Ermo and to the service providers of the establishments and their respective legal entities. In particular, data relating to stays, preferences, satisfaction and, where applicable, your loyalty program number, are communicated between establishments operated under one of Casas do Ermo's hotel brands, in order to improve the quality of their stays in each of these establishments.

2.3. The Customer may, at any time, oppose the processing of this data by CASAS DO ERMO, LDA., through a written communication to the email reservas@casasdoermo.com.

2.4. Data may be transferred to countries that may not ensure an adequate level of protection. Therefore, appropriate and appropriate security measures are

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applied. The Customer may request a copy of such security measures.

2.5. The customer has the right to request from the data controller the access, rectification, limitation, opposition, erasure and the right to portability of their personal data. You also have the right to lodge a complaint with a supervisory authority.

2.6. The data will be stored in accordance with the applicable deadlines due to the existence of legal or contractual liability, related to the aforementioned purposes.

3. Security of spaces and services: all facilities and services offered by the establishment comply with strict security measures, defined for this purpose based on the applicable regulatory framework, in order to ensure the safety of Customers and staff of the establishment.

4. Communication of abnormal situations: upon knowledge of any occurrence considered abnormal, the Customer is required to communicate the same to the reception of the establishment. Non-exhaustive examples may be: the movement of suspicious persons in the corridors of the establishment, repeated unidentified telephone contacts to the Client's room, in-person contacts near the Client's room, by unidentified individuals.

VI. INFORMATION ON COMPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES

1. Customers may obtain, at the reception of the establishment, information about excursions, services and experiences provided by third parties.

2. The establishment is not responsible for the services provided by third parties.