



# VALE DO LOBO

GOLF & BEACH RESORT

## TERMS & CONDITIONS

### Reservation policies

Please carefully read our Terms and Conditions for bookings at our resort.

#### GENERAL CONDITIONS

- Payments can be made by bank transfer or by credit card (via a secure link (Redunicre))
- Credit card details will be requested upon booking to secure the reservation
- After the free cancellation period, bookings will only be considered valid and confirmed once payment has been received.
- All prices include VAT at the current applicable rate

SEASONS 2023/2024		
Low Season	Mid-Season	High Season
01.11 – 29.12	22.03 – 16.06	15.06 – 15.09
02.01 – 21.03	16.09 – 31.10	
	30.12 – 01.01	

#### CANCELLATION AND PAYMENT POLICIES | APARTMENTS AND TOWNHOUSES

##### Bar Rate / Book Now, Pay Later:

LOW SEASON	MID SEASON	HIGH SEASON
Free cancellation up to 48 hours before arrival. Cancellation within 48 hours of the arrival date or early departure, will be subject to a cancellation fee of 100% of the reservation.  The payment should be made on arrival at check-in.	Free cancellation up to 7 days (or change of stay dates without cost up to 48 hours) before arrival. Cancellation within 7 days of the arrival date or early departure, will be subject to a cancellation fee of 100% of the reservation.  The full payment should be settled before the end of free cancellation period – up to 7 days before arrival.	Free cancellation up to 21 days before arrival. Cancellation within 21 days of the arrival date or early departure, will be subject to a cancellation fee of 100% of the reservation.  The full payment should be settled before the end of free cancellation period – up to 21 days before arrival.

**Non Refundable Rate / But Flexible:**

Non refundable – The full payment should be made upon booking confirmation; The dates of stay can be changed up to 15 days before arrival and the full amount will be kept in credit for 12 months. Any change within 15 days before arrival will be charged and a penalty of 100% will be applied.

**Promotional Rates:**

Cancellation subject to the specific conditions of the offer.

**No Show:**

In case of No show the total amount of the reservation will be charged.

**Refundable damage deposit:**

A damage deposit is required (depending on the booked unit type).

The property charges this amount at check-in by credit card.

You should be reimbursed within 14 days of check-out.

Your deposit will be refunded in full via credit card or bank transfer, subject to an inspection of the property.

T0/T1	Standard ou Superior	€ 150
T2	Standard ou Superior	€ 250
T3	Standard ou Superior	€ 350
T2	Deluxe	€ 500
T3	Deluxe	€ 600
V3/ V4	Standard ou Superior	€ 1000
V4	Elite	€ 2000

**CANCELLATION AND PAYMENT POLICIES | VILLAS****Bar Rate / Book Now, Pay Later:**

A 25% non refundable deposit is payable on all bookings upon booking confirmation. The remaining balance should be paid up to 30 days before arrival. For bookings after this period, the full amount of the reservation will be charged.

**Non Refundable Rate / But Flexible:**

Non refundable – The full payment should be made upon booking confirmation; The dates of stay can be changed up to 15 days before arrival and the full amount will be kept in credit for 12 months. Any change within 15 days before arrival will be charged and a penalty of 100% will be applied.

**Promotional Rates:**

Cancellation subject to the specific conditions of the offer.

**No-show:**

In case of No show the total amount of the reservation will be charged.

## **CHILDREN POLICY**

### **Children and extra beds:**

- Children up to 3 years old stay in a cot charged €10 per night
- Children aged between 4 and 12 stay in an extra bed charged at €30 per night
- Children over 12 are considered adults and cannot be accommodated in an extra bed and/or sofa bed
- Cots and extra beds can be provided upon request and are subject to availability

## **OTHER INFORMATION**

### **Check-in & Check-out:**

- Check-in from 17:00
- Check-out until 11:00

### **Smoking:**

All accommodation units are NON-SMOKING.

### **Housekeeping:**

- Standard Apartments and Townhouses: Cleaning once a week. Towels changed once a week
- Superior and Deluxe Apartments and Townhouses: Cleaning twice a week. Towels changed twice a week and bed linen once a week
- Villas: Daily cleaning, except on Sundays and Public holidays. Towels changed every other day and bed linen changed once a week
- Maid service will only be provided for reservations of more than 4 nights in standard or 3 nights in deluxe
- The cleaning during your stay does not include the kitchen, outside areas or BBQ, however this service is available at an extra cost and when booked in advance. For further information, please contact the Reception.

NOTE: Cleaning will only be carried out in the absence of guests

### **Construction Works:**

Kindly be aware that construction works have been authorized by the Loulé Municipal Council between 9:00 and 18:00 hours.

We acknowledge that this may lead to inconveniences for our residents and guests.

Rest assured, we are committed to making every possible effort to mitigate the effects of these external resort-related activities, despite our inability to directly regulate them.

### **Age Restriction:**

A minimum age of 18 is required for check-in.

## **VALE DO LOBO GUEST CARD**

To make your stay even better, we provide exclusive guest benefits and privileges through the Vale do Lobo Guest Card, including:

- A welcome basket upon arrival
- Free use of the Resort Shuttle
- Free entry to the WELL Beach Club pool complex (open from June to September, subject to weather)
- Discounted Tennis Academy access
- Access to the Business Centre
- Up to 60% discount on green fees (discounted from public rates)
- Exclusive offers on golf equipment rental for the Vale do Lobo courses
- 10% off treatments at the Royal Spa and access to the Wellness Centre
- 50% off Royal Spa circuit access (indoor pool, Jacuzzi, sauna and Turkish bath) for winter stays (from 1st November 2023 to 21st March 2024)
- 5% discount at our restaurants, bars, and shops

A range of golf, spa and tennis packages and special seasonal promotions are available throughout the year, so be sure to check our special offers when you book your dream break at Vale do Lobo. You can also access a wide range of events and experiences as part of your stay, ensuring you can enjoy the perfect holiday.

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## **TERMS & CONDITIONS OF THE VDL PERKS & PERKS PLUS PROGRAMMES**

- The above benefits apply to bookings by clients registered with the [VDL Perks & Perks Plus Programme](#) that do the reservations on the official website of Vale do Lobo
- Early check-in and late check-out are subject to availability and prior confirmation from the Vale do Lobo Resort team
- It is compulsory to book the SPA and Fitness experiences in advance, indicating date, time and number of adults
- For the purposes of the SPA and Fitness experiences, a person over the age of 16 is considered to be an adult
- Free use of the gym is subject to a 50 minute limit

Vale do Lobo Resort reserves the right to change the above conditions at any time without prior notice.