

Payment Policy

The reservation is secured upon payment of 30% of the total amount by debit or credit card up to 15 days prior to check-in.

Failure to pay the required deposit will result in automatic cancellation of your reservation.

The balance of the reservation will be charged to a credit card or debit card 15 days prior to the date of check-in.

Alfama Haven accepts payments by PayPal, debit, and credit cards.

If you prefer, we can store your luggage at another property for the day at no cost.

Cancellation Policy

The condition for cancelling the reservation depends on the advance notice of the respective communication:

– If it is up to 15 days before the check-in date, there will be a full refund of the amount paid for the reservation.

– If it is within the 14 days prior to check-in, 100% of the total amount of the reservation will be charged.

If the Guest (s) does not show up on the day of the reservation, it is considered a “no-show”, in which case there will be no refund.

The Guest (s) already installed can interrupt their stay without the right to reimbursement.

Terms and conditions

1. Scop of applicability

The terms and conditions outlined in this document govern the relationship between the potential Guest (s) and Alfama Haven from the time the reservation request is submitted until the conclusion of the stay.

In situations where the Terms and Conditions are not provided, the applicable laws are applied.

2. Reservation Policy

Bookings can be made through our website and Facebook, and the booking engine AirnB and Booking.com.

Alfama Haven only guarantees the availability of the reserved apartment to the Guest (s).

3. Arrival and Departure

Alfama Haven makes the apartment available from 3 pm on the scheduled arrival date. It is necessary to fill in the identification fields (identity card or passport for European citizens / passport for all other nationalities), when confirming the reservation, if you do not complete the fields or omit or provide false information, the reservation may be cancelled without refund.

By 11 a.m. on the date of departure, the Guest (s) must have vacated the apartment of all persons and belongings and without causing any damage.

Check-in and check-out are permitted outside of the specified hours if availability is confirmed with a member of the Alfama Haven personnel. If the apartment is not vacated by 11 a.m. on the day of departure, without any justification or prior consent from Alfama Haven, compensation corresponding to the price of one night will be immediately charged, with the Guest (s) only having the right to use the apartment during this period if there is any availability. Otherwise, you will have to pay the compensation and leave the apartment as soon as possible. Alfama Haven reserves the right to remove belongings and store them in a safe place until collection by the Guest (s) for a period of 24 hours, exceeding this period the belongings will be discarded.

Alfama Haven does not have a 24-hour reception service. We appreciate that Guest (s) inform us of their arrival time.

Alfama Haven does not have a Check-in service, to gain access to the apartment on the day of arrival, the Guest (s) will be informed of the code to open the safe where the keys are located (for access to the main entrance door and access to the apartment) and the device to activate and deactivate the alarm system. If you lose one of the keys and/or the alarm device, you must contact the management and immediately report the incident, and the value of the key being charged to the Guest (s). Keys must be left inside the apartment or in the safe at check-out.

4. Terms of Use

Only the people indicated in the reservation will be entitled to use the apartment. Temporary visits to our Guest (s) are only allowed with prior consent from the Alfama Haven management.

The Guest (s) must use the apartment under the appropriate conditions, with care and consideration.

The Guest (s), if applicable, must treat neighbours with consideration and respect the to Regulations available in the apartment.

Alfama Haven offers its Guest (s) a kitchen and living room where the equipment available to Guest (s) must be used in the right way and left in good condition. All damages, breakdowns and thefts associated with the Guest (s) will be charged, considering the value of the damages in question. Children under 12 years old are not allowed.

Alfama Haven will not be responsible for personal belongings that may disappear within its facilities.

The Guest (s) must always close the access doors to the building, apartment and the windows and make sure that the alarm system has been properly activated. In case of emergency, the Guest (s) must call the contacts made available in the regulation existing in the apartment for this purpose.

5. Parking

Alfama Haven does not have private parking. However, there is free public parking in its surroundings.

6. Pets

It is expressly forbidden to accommodate animals or pets at Alfama Haven. The introduction, by the Guest (s), of animals in the accommodation allows Alfama Haven to inform the Guest (s) of the obligation to leave without refunding the amounts paid in the meantime for making the apartment available during the contracted period of stay.

7. Noise

As a matter of respect and understanding for all neighbours, special attention is asked for silence in the apartment. Between 11 p.m. and 7 a.m., activities that cause noise likely to annoy neighbours are not allowed, in accordance with the General Noise Regulation.

8. Access to the apartment by management

The Alfama Haven team will have the right to enter the apartment, during the Guest 's stay, to carry out cleaning, repairs, and similar work.

9. Price of stay and other prices

The price of the stay to be paid by the Guest (s) constitutes the consideration for the use of the apartment in the period between arrival and departure.

The total price of the stay will be charged per night, regardless of whether the Guest (s) used the apartment.

The applicable rates will be the agreed prices, or the prices established in the Alfama Haven price list in effect on the date of the reservation request. Alfama Haven will have the right to update prices, informing the Customer in good time. The rates and amounts indicated for the stay are all inclusive of VAT at the legal rate in force, unless expressly provided otherwise. Alfama Haven provides information and current promotions on its website. The offers and promotions are temporary and are subject to the specific conditions defined. Specific payment terms may apply to travel agencies, tour operators and other entities.

10. Payment terms

The payment of extra services (transport to and from the airport and train or bus stations), must be paid at the time the service is completed, in local currency, Euros.

If the length of the Guest's stay is not specified, the price of the stay for each night must be paid by 11:00 a.m., the time of check-out. Specific payment terms may apply to travel agencies, tour operators and other entities.

11. Cleaning, sheets, and towels

The apartment will be cleaned before the arrival of the Guest (s). Alfama Haven's basic service includes a set of towels, bed linen and some toiletries for each booking.

Additional cleaning services and products, including change of sheets and towels, are available for an additional fee.

The Guest (s) must keep the apartment as organized and clean as possible, handing it over, at the time of check-out, in the best cleaning conditions so that Alfama Haven can receive the next Guest (s).

The Guest(s) must not leave garbage inside the accommodation, next to the door or outside the building door, and must use the garbage bins on the street intended for this purpose.

12. Accommodation equipment, furniture, and items

If an appliance does not work, or if the Guest(s) are not sure how to use any equipment in the apartment, they should contact the Alfama Haven team.

Changes to the apartment or its contents are not permitted.

All items found in the apartment belong to Alfama Haven and must not be moved or removed from the apartment during the stay. Taking any item of the apartment, for example, towels, may result in penalty fee to eviction.

13. Maintenance and special orders

Any problems inside the apartment (for example, electrical problems, equipment malfunctions, water leaks) must be immediately reported to Alfama Haven via WhatsApp or telephone. Depending on the issue, resolution can take up to 72 hours, or longer if relying on third-party services.

While respecting Guests' privacy, Alfama Haven reserves the right to access the accommodation at any time, if necessary, for inspections, repairs, and emergencies.

14. Complaints

Any complaints or suggestions should be forwarded to management.

Upon verifying that there is indeed a defect in the apartment, Alfama Haven has the right to opt for repairs and relocate the Guest (s) in another apartment of the same category contracted with the Guest (s). Only defects likely to jeopardize Alfama Haven's level of service and quality will be considered.

15. Liability of Alfama Haven

Alfama Haven will be responsible for ensuring adequate conditions of hygiene, cleanliness, and safety of the accommodation.

Alfama Haven will not be responsible for personal belongings that may disappear within its facilities.

Alfama Haven will not be liable to the Guest (s) in case of delay in making the apartment available in unforeseen circumstances. Unforeseen reasons will be those that make it impossible or more difficult to make the apartment available, such as strikes, blockades, natural disasters, accidents in the apartment itself.

16. Duty to notify

In the event of theft, property damage, fire, flooding or other damage to the apartment, the Guest (s) must immediately inform the Alfama Haven team and do everything to help resolve the situation in question.

17. End of stay

Alfama Haven has the right to terminate the stay if the Customer fails to pay the amount due, as well as if the Customer exhibits any behaviour that affects good coexistence, peace of mind or hygiene. Alfama Haven does not tolerate abuse or any kind either verbal or physical aggression against any member of the team, whether in person or over the phone, retaining the right to end the stay and evict the Guest (s) without the right to a refund.

The Guest (s) may request the end of their stay at any time up to 7:30 p.m., to take effect from 11 a.m. the following day.

18. Data protection

The personal data of the Guest (s) and his/her companion(s), if applicable, will be stored and processed by Alfama Haven and service providers, in accordance with the Law, for the services requested by the Guest (s) and for its own advertising campaigns.

The Guest (s) will have the right to object at any time to the use of personal data for advertising purposes, having to inform Alfama Haven.

Unless otherwise provided by law, the Guest's personal data must be deleted when the legal retention period ends.

19. General provisions

The Terms and Conditions govern the Guest's stay at Alfama Haven and his use of the apartment.

The nullity of one or more of the above provisions does not affect the validity of the remaining provisions. The invalid provision will be replaced by the valid provision, the closest to the commercial and legal intentions of the parties or if this is not possible by the Portuguese legislation in force.