



Reservation and Cancellation Policy

Period of medium and low season (except holidays)

(March, April, May, June, September and October)

- **Up to 15 days prior to the date of check-in:** the cancellation may occur no charge, turning into hosting credits that:
 - May be transferred to another person
 - Should be used within 1 (one) year from the date of cancellation
 - The agreed values at time of booking will not be valid for the new date chosen, and may change depending on the time of year.
- **Less than 15 days from the date of check-in:** the guest will forfeit the anticipated value in the booking confirmation.

Period of high season, long weekends and special dates

(January, February, July, August, November and December)

- **Up to 30 days prior to the date of check-in:** the cancellation may occur no charge, turning into hosting credits that:
 - May be transferred to another person
 - Should be used within 1 (one) year from the date of cancellation
 - The agreed values at time of booking will not be valid for the new date chosen, and may change depending on the time of year.
- **Less than 30 days from the date of check-in:** the guest will forfeit the anticipated value in the booking confirmation.

NO SHOW: It is meant when the guest does not appear on the date reserved for check-in. The apartment will be available for 24 hours, after this period we will consider the booking cancelled and will have the same procedure of our cancellation policy.

- Once at the lodge, there is withdrawal, either before or during the stay, there will be no under any circumstances return amounts deposited and will be charged of 100% of the total amount to be paid.
- **Packages extended holidays / anniversaries:** If the guest terminates the stay of the package contract ahead of schedule, will pay the full amount of the same

For transport and tours: the pousada reserves the right to refuse responsibility for the quality of services provided by third parties, such as buggy, tour guides, 4x4 transport and tourist buses. Any booking will not be valid for the new date chosen, and may change depending on the time of year.