



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 a penalty of 30% 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.