



VILLAS DE TRANCOSO

RESERVATION, PAYMENT & CANCELLATION POLICIES

To make a reservation you are welcome to contact us directly or use our on-line booking system. For those that prefer assistance you will be greeted by our friendly reservation team whether you call or write. Our goal is to simplify the process while ensuring you receive the same customized service you have found in the past.

For those who wish to join us for Christmas, New Years or Carnival special conditions apply. While it is possible to book one of our 7 night holiday packages on-line you may find it easier to contact us directly if you have a need for greater flexibility in planning your holidays.

RESERVATION CONDITIONS

- Check-in available from 2:00 pm and check-out before 12:00 noon.
- All reservations are tentative until confirmed by email and the initial deposit has been received.
- Payment of the balance must be received by the due date. Any reservation that does not meet this requirement may be cancelled without notice. See cancellation policy below for applicable fees.
- Breakfast included in daily rate.
- Limited availability for stays of less than 3 nights... please contact us directly.

Extra person charges:

- High and Low Season: R\$ 478 per adult/day and R\$ 254 per child/day.
- Christmas, New Year and Carnival: R\$ 956 per adult/day and R\$ 508 per child/day.

Charges Apply to:

VIP Villa, One Bedroom Villa, and Suite... more than 2 people.
Two Bedroom Villa... more than 4 people.

Note: Children over 11 years of age will be considered adults.

PAYMENT POLICY

High and Low Season

50% to confirm the reservation
50% two weeks before arrival

Christmas, New Year, Carnival and Special Events

50% to confirm the reservation
50% two months before arrival

CANCELLATION POLICY

COVID-19

Due to Covid-19 we have modified our cancellation policy so that anyone wishing to change their planned arrival can do so prior to Oct 1, 2020 and will be issued a full letter of credit that can be used at any time for up to one year. The only exception to the use of these credits is for Christmas, New Years and Carnival.

High and Low Season

-more than 30 days in advance of arrival: 10% cancellation fee on total value of reservation with balance (letter of credit) applied to future stay in next six months.

-15-30 days in advance of arrival: 20% cancellation fee on total value of the reservation with balance (letter of credit) applied to future stay in next six months.

-3-14 days in advance of arrival: 30% cancellation fee on total value of the reservation with balance (letter of credit) applied to future stay in next six months.

-0-2 days in advance of arrival: non refundable

Christmas, New Year, Carnival and Special Events

-more than 60 days in advance of arrival: 20% cancellation fee on total value of reservation with balance (letter of credit) applied to future stay in next six months

-30-60 days in advance of arrival: 30% cancellation fee on total value of reservation with balance (letter of credit) applied to future stay in next six months

-0-29 days in advance of arrival: non refundable

SEASONS:

Low... after Carnival to December 14th

High... December 15th to Carnival and National Holidays

Christmas, New Year and Carnival... Special rates apply. Please contact us directly.

CONTACT:

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