

TERMS AND CONDITIONS

ACCOMMODATION – SOALHEIRO HERBAL TEA HOUSE

1. OBJECT

These terms and conditions determine the details and conditions of booking and use of the Herbal Tea Guest House (Casa das Infusões), a local accommodation managed by Soalheiro (Vinusoalleirus, Lda.).

2. ACCOMMODATION FEATURES

2.1. Location

Charneca, Alvaredo, 4960-010 Melgaço, Portugal

2.2. Interior and Exterior Spaces

- a) The house has 3 rooms: a Suite with a double bed and private bathroom, a Double Room with two single beds, and a Single Room with a single bed.
- b) The house has 5 common indoor areas: on the ground floor, the entrance hall and bathroom, and on the lower floor, a common area with a living room, dining room, and kitchen.
- c) Outside, the house has the following spaces: a threshing floor, an interior terrace with a barbecue, a shed with a dining table, a bathing area (1.10m deep tank), and private parking.

2.3. Capacity

The house can accommodate 5 people, with a maximum capacity of 6 people by adding an extra single bed.

2.4. Amenities

- a) An extra single bed (placed in the single room) and a crib (suitable for children up to 3 years old) can be added.
- b) The house has Wi-Fi, cable TV, and air conditioning.

- c) The kitchen is fully equipped with appliances (stove, oven, refrigerator, microwave, dishwasher, coffee machine), tableware (pots, plates, glasses, cutlery), and cleaning products (sponge and dish soap).
- d) Bathrooms provide essential bath items and a hairdryer.
- e) Firewood and kindling are provided for use in the interior terrace barbecue and the living room fireplace.
- f) The house provides a bed for a medium-sized pet, a feeder, and a water bowl. For more information, check the pet conditions described in section 5 of these Terms and Conditions.
- g) Private parking for one vehicle, located at the side entrance of the house.

2.5. Breakfast

- a) Breakfast is continental and includes local and seasonal products. It is delivered in a basket at the door of the Herbal Tea Guest House at the scheduled time (9:30 am).
- b) The cost of breakfast is:
 - a. Adults: €9 per person (VAT included)
 - b. Children aged 5 to 11: €4.50 per person (VAT included)
 - c. Children up to 5 years: free
- c) Breakfast must be requested at the time of booking or check-in.
- d) Any change to the schedule must be communicated at the time of booking or check-in for evaluation.

3. BOOKINGS

3.1. Booking Conditions

3.1.1. Price, Conditions, and Applicable Discounts

| | Price (VAT included) | |
|--|----------------------|-------|
| | Complete House | Suite |
| High Season * | | |
| June 1st to September 30th December 24th and 25th December 30 to January 1 School vacation periods February 12, 13 and 14 March 25 to April 5 National holidays (including the day before the holiday) Melgaço Alvarinho Festival April 26, 27 and 28 Monção Alvarinho Fair July 5th, 6th and 7th Melgaço Sparkling Wine Festival November 25, 26 and 27 Easter (Friday, Saturday, Sunday and Monday) March 29, 30, 31 and April 1 | 229€ | 199€ |
| Low Season | | |
| October 1st to April 30th, except for dates defined as high season | 159€ | 129€ |

*Minimum 2-night reservation during the High Season period.

| Discounts | Description | Season |
|--------------------|---|--|
| <i>Weekly rate</i> | 15% discount for full-week stays. | Applicable in both High and Low Seasons |
| <i>Last Minute</i> | €20 discount on the total reservation value when made with 48 hours or less notice. | Applicable in both High and Low Seasons. |

3.1.2. Payment

- a) The reservation is guaranteed with payment confirmation.
- b) Payment can be made via Multibanco, MBWay, Bank Transfer, and Credit Card.
- c) For MBWay and Credit Card, payment is immediate.
- d) For Multibanco, payment must be made within 3 days (reference validity).
- e) For Bank Transfer, payment must be made within 1 day, and the reservation is validated upon receipt of the transfer receipt sent to enoturismo@soalheiro.com.

3.2. Check-in and Check-out

- a) Check-in and check-out take place at the Soalheiro reception (store) with a team member from Enoturismo, who will then accompany guests to the Herbal Tea Guest House.
- b) Check-in hours are from 3:00 pm to 6:30 pm. In case of unforeseen circumstances, delays in check-in must be communicated to the Enoturismo team through available contacts (enoturismo@soalheiro.com and +351 251 416 769).
- c) Check-out hours are from 9:30 am to 12:00 pm.

3.3. Booking Channels

- a) Accommodation reservations can be made through the Soalheiro website at <https://soalheiro.com/pt-pt/alojamento-local-casa-das-infusoes/> or through contacts enoturismo@soalheiro.com and +351 251 416 769.
- b) Reservations can also be made through Booking and Airbnb reservation platforms.

3.4. Reservation Cancellation

For reservations made through Booking and Airbnb, cancellation and payment conditions are subject to the rules established by each platform, with Soalheiro safeguarding any discrepancies between the information replicated in these Terms and Conditions and the information published on the platforms, due to the necessary period for update.

3.4.1. Reservations made through the website (www.soalheiro.com) and AIRBNB

3.4.1.1. High Season Cancellation

- a) If canceled up to 30 days before the check-in date, a full refund of the reservation value will be made.
- b) If canceled between 30 and 7 days before the check-in date, a 50% refund of the reservation value will be made.
- c) If canceled with less than 7 days notice, no refund will be given.
- d) If the reservation is made only 14 days before the check-in date, the cancellation can be made within the next 48 hours, entitling to a full refund of the reservation value.
- e) In case of no-show, no refund will be given.

3.4.1.2. Low Season Cancellation

- a) If canceled up to 5 days before the check-in date, a full refund of the reservation value will be made.
- b) If canceled with less than 5 days notice, no refund will be given.
- c) In case of no-show, no refund will be given.

3.4.2. Reservations made through Booking

3.4.2.1. High Season Flexible - 30 Days Cancellation

- a) If canceled with less than 30 days notice, a 50% refund of the reservation value will be made.
- b) If canceled with less than 5 days notice, no refund will be given.
- c) In case of no-show, no refund will be given.

3.4.2.2. Low Season Flexible - 5 Days Cancellation

- a) If canceled up to 5 days before the check-in date, a full refund of the reservation value will be made.
- b) If canceled with less than 5 days notice, a 50% refund of the reservation value will be made.
- c) In case of no-show, no refund will be given.
- d) In case of no-show, no refund will be given.

4. LIMITED MOBILITY

There is no access to the house for people with reduced mobility. Interior access between floors is via a spiral staircase with 14 steps.

5. PET-FRIENDLY POLICY – PETS

- a) The Herbal Tea Guest House is pet-friendly; pets are allowed during the stay, and the house has facilities to accommodate them.
- b) The presence of pets must be communicated at the time of booking, indicating the number of pets. A maximum of 3 pets is allowed.
- c) The house provides a bed for a medium-sized pet, a feeder, a water bowl, and dog food.

6. CLEAN & SAFE

The entire experience at the Herbal Tea Guest House has been designed in accordance with the recommendations of the Directorate-General of Health and Tourism of Portugal. The Herbal Tea Guest House proudly holds the "Clean & Safe" certification.

7. RULES AND USEFUL INFORMATION

7.1. General Information

- a) Smoking is prohibited in indoor spaces.
- b) Part of the outdoor area is a planting zone, and it is forbidden to step on this production area. If you wish to see the greenhouses, please request it from a member of the Enotourism team.
- c) Some outdoor spaces of the Herbal Tea Guest House are shared: the Soalheiro Herbal Tea team may need to access the greenhouse and planting area during the stay,

as well as the Enotourism team, accompanied by clients conducting greenhouse visits. This access is always managed with guests in case outdoor spaces are being used.

7.2. Rules and Information for Pool Use

- a) Diving is prohibited.
- b) Behaviors that compromise the physical and moral integrity of any person are not allowed.
- c) Always pass through the showers before entering the pool.
- d) Children under 13 years old must always be accompanied by an adult during pool use.
- e) Do not use ornaments or accessories that, if lost, could damage both pool users and its filtering system.
- f) The pool has a depth of 1.10 meters.

These Terms and Conditions came into effect on 01/01/2023.

Last updated on 10/11/2023.