



TERMS AND CONDITIONS

- **HOW DO I MAKE A BOOKING?**

There are two easy ways to make your booking request on-line:

1) Book Online Now

Book your stay on our official website, by introducing the dates and number of guests on our booking engine and then selecting between the available accommodation types. You will then be asked to fill in your contact and booking details, such as name, address, email, etc. You have the option of paying a 25% deposit or the full amount. After you fill in the form, and proceed with the payment, you will then receive an automated confirmation on your email box.

2) Fill in a Personalised Request

Our official website has a contact form that you can use to ask questions or fill in the details of your personalised request, if for example, you want to enjoy our special prices for longer stays (more than 28 days). On the contact form you will be asked to fill in some basic contact information, that will allow us to reply directly back to you.

NOTE: THE CONTACT FORM IS FOR INFORMATION PURPOSES ONLY AND DOES NOT IMPLY ANY LEGAL OR CONTRACTUAL OBLIGATION. ALL YOUR ADDRESS INFORMATION WILL BE FILED BY OURSELVES BUT WILL NOT BE HIRED OR SOLD TO ANY THIRD PARTY.

After submitting your personalised booking request, we will contact you within 1 working day and send you an email with your reservation details. This will confirm the apartment, dates, prices and will request a deposit. To confirm your reservation, we require a 25% deposit to be made by credit card or bank transfer.

PLEASE READ THE BOOKING CONDITIONS FOR DETAILS OF CANCELLATION CHARGES.

Or, if you prefer, you can always call us and book directly on the telephone:

Land line +351 291 204 410 | Mobile +351 919 269 603.

- **ROOM RATES**

All rates are quoted in Euros and include service charge, local taxes as well as VAT. All rates are quote per apartment per day. Does NOT include the breakfast *. Room rates include free use of swimming pool, deck chairs, parasols, towels, safe and Wi-Fi. The management cannot guarantee a particular room but will always, should it be necessary to make a change from your confirmed reservation, endeavour to make any alterations within the same category of accommodation.

* A picnic breakfast is available at extra charge if pre-booked.

- **ACCOMMODATION**

All types have either a balcony or terrace with sea view and mountain view or partial sea view and garden access. Accommodation comes fully equipped and with all necessary linen that you will need for your holiday.

- **HOW YOU CAN MAKE PAYMENTS**

We have a wide range of options available for you to make payments, so here are your options:

1) Bank Transfer

You can ask your bank to transfer the payment from your account into ours. Our bank details will be given to you on receipt of your reservation request. Once we receive your statement or proof of transfer, we go ahead and make your reservation for you.

2) Payment with credit & debit cards

We accept payment with the following internationally recognised credit cards: American Express, Visa, Visa Electron, Maestro, Mastercard. Personal cheques are only acceptable with prior arrangement with the Management.

3) Deposit

A deposit of 25% of your room rate charge is required to confirm your reservation. This deposit covers cancellation fees as well as apartment inventory and will be credited to your account when you leave. The deposit will be refunded, less a handling charge of 5%, on cancellations up to 14 days prior to arrival. If the cancellation is made in less than 14 days prior to arrival the full amount of the deposit will not be refunded.

• MINIMUM NIGHTS

For Christmas and New Year's Eve, on making a reservation, minimum nights required are:

- 7 nights for arrivals between 23rd and 30th December 2015,
- 5 nights for arrivals on 31st December 2015,
- 4 nights for arrivals on 1st January 2016.

For the rest of the high season* a minimum of 5 nights.

* High season – Christmas and New Year, Easter and Flower Festival weeks.

If we do not receive payment according to these Booking Conditions, we will acknowledge this as a cancellation on your behalf. You will be charged accordingly.

- **CANCELLATIONS**

Cancellation procedures can be done on the web page you made the original reservation on or by contacting us directly. Our cancellation policies are just a guideline since we do our best to give a credit towards future stays and we review each case on its merits.

- Accommodation cancelled more than 14 days prior to arrival – 5% of deposit value.
- Accommodation cancelled less than 14 days prior to arrival – 100% of deposit value.
- On High seasons*, accommodation cancelled less than 14 days prior to arrival – 100% of booking value.
- No-Shows – 100% of deposit value will be charged. In high season* the 100% of booking value will be charged.
- Early Departures: In high season* full stay will be charged for early departures as of departure date.

- **PRODUCT DESCRIPTIONS AND PRICES**

We attempt to be as accurate as possible. However, we cannot warrant that product descriptions or other content of this site is accurate, complete, reliable, current, or error-free. Occasionally, for reasons beyond our control, pricing inaccuracies or other errors may be generated. So all reservations submitted through the web site are screened prior to our acceptance.

If an item's correct price is lower than our stated price, we will charge the lower amount and confirm your booking. If an item's correct price is higher than our stated price, we will, at its discretion, either contact you for instructions before confirming your booking or cancel your order and notify you of such cancellation.

We have taken reasonable steps to ensure the information provided by us on this Web site is accurate at the time you view it. However, we cannot and have not checked the accuracy of all information provided by outside sources or by the providers of other information, e.g. currency conversion rates, or of other parties linked to or from the Web site.

All such information is provided in good faith and we exclude liability for any errors, omissions or misleading information (unless made recklessly or fraudulently) to the maximum extent permitted by law, together with all implied warranties in connection with such information.

- **COMPLAINTS AND RESOLUTION**

If you have a complaint, you must inform us immediately. If you do not tell us about your complaint our ability to investigate it could be seriously hampered. Because of this, unless there is a valid reason why you did not tell us about your complaint, we will not consider ourselves liable for those complaints.

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