

TERMS AND CONDITIONS

- All prices include breakfast (B&B only), cleaning, VAT and taxes.
- Rates may change depending the time of the booked dates.
 - Low season: March and November.
 - Mid season: April to June, September and October.
 - High Season: July and August.
- In case of interest please ask for exclusive offers during Christmas and New Year weeks.
- You can book with us through our website www.casa-kalu.com, email info@casa-kalu.com or by phone+351 964817099.
- Due to our size, cancellations affect us significantly. Therefore, we adhere to a strict cancellation policy:
 - **Bed and Breakfast (B&B):**
 - Room payments need to be done on the day of booking.
 - Cancellation up to 31 days before arrival: 50% refund
 - Cancellation from 30 days before arrival: non-refundable
 - The cancellation fees will be charged to the credit card you provided.
 - Cancellations must be made by email, stating the name and the booked period.
 - **Villa rental:**
 - Reservations are considered valid after receipt of a down payment of 50% of the total rental costs. The balance must be paid 6 weeks before the day of arrival. If your booking is done within 6 weeks before arrival, you are required to pay the full amount immediately. In case of cancellation more than 6 weeks before arrival 50% of the received down payment will be refunded. No refund will take place in case of cancellation within 6 weeks before arrival. We therefore strongly recommend a comprehensive travel insurance.
 - When renting the whole house we require a deposit of 500€, to be paid together with the payment of the rent. Reimbursement will be made within 14 days after departure.
- Check-in can be made from 03:00 – 10:00 pm on the day of arrival and check-out until 11:00 am on the day of departure.
- Arrival time should be indicated 48 hours in advance to allow us to prepare for your visit.
- Breakfast for B&B rooms is from 08:30 – 10:30 am. Breakfast for villa rental not included.

- If you have not vacated your room by 11am, we will charge for an additional night's stay.
- **B&B:** Minimum stay of two nights.
- **Villa rental:** Minimum stay of one week.
- When you book your stay, we will ask you for your credit card details. We reserve the right of pre-authorization for the credit card details provided by you. Your credit card must be valid for your stay dates.
- Transfer wise we accept: Mastercard | Visa | Bank Transfer | Cash
- We provide an "honesty bar" with drinks and snacks. Drinks/Snacks consumed from the "honesty bar" have to be paid in cash in Euro.
- We are happy if you buy food and drinks during your stay to bring back to CASA KALU and provide you a private space in a refrigerator, but we kindly ask you to consume food and drinks brought in from outside at the dedicated areas in the garden and terraces.
- Cleaning: room cleaning is provided in the morning around 11:00 am.
- **B&B:** Towels are changed after 3 days or upon request.
- **Villa rental:** house cleaning and linen change are provided after one week. Enough towels are provided for the duration of your stay. For an extra change we charge 20€. Washing machine available.
- Casa Kalu is a non-smoking B&B. Smoking is allowed in outdoor spaces only. Please respect and look after the local environment.
- The usage of Casa Kalu property is limited to the number of guests specified in the booking conditions. Other people from the outside are not allowed in the property.
- Any photo or video production for advertisement or commercial purposes are strictly forbidden during the stay. Photoshoots and media matters should be discussed before booking.
- Pets are allowed when renting the villa exclusively. Pets are not allowed when renting a B&B room.
- Given our remote location, Wifi and GSM network access may temporarily present some difficulties.
- Casa Kalu's pool is not watched. It is your responsibility to ensure your safety.
- On request the following additional services can be organized for you:
 - Taxi and airport service
 - Laundry service for B&B 10 € per washing machine. When renting the house exclusively washing machine can be used free of charge.
 - Bicycle or car rental