

TERMS AND CONDITIONS

The below general conditions are an integral part of the Local Accommodation (Alojamento Local) presented on MA TRAVEL LDA [website](#). The general conditions comply with the provisions of Decree-Law No. 17/2018 of March 8th.

1. ORGANISATION

1.1 The Local Accommodation on this website and its commercialization is the responsibility of MA TRAVEL LTD – SUCURSAL PORTUGAL, headquartered at Av. do Forte, 3 – Edf. Sweden V, Floor 0 – 2794-038 Lisbon, VAT Number: 980564808, Telephone: 00351210515417, email mario.almeida@matravel-dmc.com

2. REGISTRATION

At the time of booking, the Traveler must deposit 100% of the price of the Accommodation. MA TRAVEL LTD-SUCURSAL PORTUGAL reserves the right to cancel any booking for which payment has not been made.

3. INFORMATION PURSUANT TO LAW Nº 144/2015 SEPTEMBER 8TH

Pursuant to Law No. 144/2015 of September 8, in its current wording, we inform you that the Traveler may resort to the following entities for Alternative Resolution of Consumer Disputes: i) Arbitration Committee of Turismo de Portugal at www.turismodeportugal.pt;

4. COMPLAINTS

4.1 Any non-compliance with the booked stay must be communicated to MA TRAVEL LTD-SUCURSAL PORTUGAL in writing or in another appropriate form as soon as such non-compliance occurs, that is, without undue delay.

4.2 The right to file claims for the purpose of price reduction or the right to compensation for non-compliance with the reserved Accommodation expires within a period of 2 years.

5. DOCUMENTATION

5.1. The Traveler must have his/her personal or family documentation in good order (identity card, military documentation, authorization for minors, visas, vaccination certificates and others that may be required).

6. ASSIGNMENT OF REGISTRATION (CONTRACTUAL POSITION)

6.1 The traveler can give up his position, being replaced by another person who meets all the conditions required for the stay, provided that he informs MA TRAVEL LTD-SUCURSAL PORTUGAL, in writing, up to seven consecutive days before the scheduled date of the stay.

6.2 The assignor and the assignee are jointly and severally liable for the payment of the outstanding balance and for fees, charges or additional costs arising from the assignment, which will be duly informed and proven by MA TRAVEL LTD-SUCURSAL PORTUGAL.

7. REFUNDS

Once the stay has started, no reimbursement is due for services not used by the Traveler due to force majeure or for reasons attributable to the Traveler.

8. TERMINATION OF THE CONTRACT BY THE TRAVELER

8.1 The customer is free to withdraw from the trip at any time before the start of the stay.

8.2 Such termination implies that the Traveler is responsible for the payment of all charges that the beginning of the fulfillment of the contract and its withdrawal give rise to, minus the reallocation of services and cost savings.

9. LIABILITY

MA TRAVEL LTD-SUCURSAL PORTUGAL is responsible for the correct execution of the stay included in the contract.

10. ASSISTANCE

10. In case of customer difficulties, or when for reasons not attributable to the customer, he/she cannot complete the planned stay, MA TRAVEL LTD-SUCURSAL PORTUGAL will provide the following assistance:

a) Availability of adequate information on health services, local authorities and consular assistance; and

10.1 If the difficulty on which the request for assistance is based was caused by the traveler deliberately or through negligence, MA TRAVEL LTD-SUCURSAL PORTUGAL may charge a fee in the amount of the costs incurred by virtue of providing such assistance.

10. VAT

The prices mentioned in this program already reflect a Value Added Tax at the current rate of 6%.

NOTES:

The present general conditions may be complemented by any other specific ones if they are duly agreed by the parties.