

## **REGULATIONS**

### **Pre-reservations**

At the time of the consultation or in the automatic reservation system you must provide: Name, email, telephone, date of check-in and check-out; After consultation, we will send the bank details for the payment to confirm the reservation.

Minimum staying: 2 nights.

Extra occupancy in the Apartments and in the Chales R\$ 140,00 per person previous check for availability.

### **Reservations**

We consider the "Reservation Effective" only after proving the deposit of 40% of the total value. Balance payment at check-out; if the deposit slip or bank transfer is not identified after 24 hours, the reservation will be canceled automatically; Withdrawal without cancellation, will be considered "no show"; Cancellation requested made with less than 7 days notice will be considered no-show there being no conversion into credit;

We accept payments by check, cash or credit or debit card (payment by credit or debit card will be subject to telephone system connectivity on the island at the time of check out).

### **Cancellation Policy**

(Embratur Normative Deliberation No. 165/95)

In case of cancellation with more than 7 days before arrivals, the amount deposited in the confirmation of the reservation will not be returned in cash, but in credit for lodging;

All outstanding credits must be used up to 90 (ninety) days from the date of cancellation of the reservation;

The hosting credit can be used through a new availability query;

The lodging credit will not be valid in special packages for extended holidays, Christmas, New Year and Carnival, nor will it be valid in the case of a second cancellation or non-attendance;

The request for cancellation or transfer of dates must be sent in writing, by e-mail. In case of non-attendance of the guest, without prior notice, on the scheduled check-in date, the apartment will be available for 24 hours;

After this period will occur the cancellation of the reservation, not having any refund of any value ("no-show");

### **Check-in/check-out**

Check-in: 18:00 (arrival of the boat at the inn)

Check-out: 15:00 (departure of the boat from the inn)

### **Boat Transfer**

The Pousada organizes for its guests a boat transfer of check-in and check-out at the following times:

Angra dos Reis - Pousada Recanto dos Lima: 17:00

Pousada Recanto dos Lima - Angra dos Reis: 15:00

The value of this ship boat transfer is \$ 30.00 per person each way and will be charged at the time of booking, whenever the service is requested by the host. The price of the transfer can vary without notice, especially in case of reservations made well in advance.

As described in the compromise term, if you delay more than 15 minutes the boat will not wait and you will have to organize the boat transfer on your own account and no compensation for the Pousada is foreseen.

### **Private boat transfers**

We can schedule extra boat transfers at other times. The cost varies from R\$ 200,00 to R\$ 350,00 (depending on the cost of the boat available on the day of the transfer - beware that boatmen moves and cancels the transfers until the very last minute due to the weather and the sea conditions).

There are boats for private transfers available until 20:00.

We request that you book an extra boat transfer with large advance due to the low availability of boats.

It will be charged at the time of booking, whenever the service is requested by the host. The price of the transfer can vary without notice, especially in case of reservations made well in advance.

### **Transfer meeting point**

Cais Santa Luzia, located in the Center of Angra dos Reis. In exceptional cases and for some private transfers, another embarkment may be indicated.

As described in the compromise term, if you delay more than 15 minutes driving will not wait and you will have to rent driving on your own account and no compensation for the Pousada.

### **Boat Tours**

The Pousada Recanto dos Lima prepared for its guests exclusive tours away from the turmoil of high season worth R\$ 50.00 per person.

We offer daily tours where we take our guests to know the main spots of Ilha Grande and the coast of Angra dos Reis.

The daily tours leave at 10:00 am and it is the guests who have to get up and prepare for the tour, if they are not present, we understand that they will not do the tour of the day. The tours will be marked the day before but may change due to the weather conditions.

### **Bar&Restaurant**

The Pousada has a great bar and covered restaurant in front of the garden, where we serve a buffet lunch with a value of \$ 45.00 per person, breakfast and dinner included in the daily value

Prices may change without notice, especially in the case of reservations made well in advance.

Breakfast time is from 8:00 10:00 AM and Dinner from 8:00 to 10:00 PM.

### **Various**

It is not allowed to bring bath towels to the beach. We have specific towels for rent.

No pets allowed.

No consumption of private drinks is allowed in the restaurant and on boats.

We are not responsible for forgotten belongings in the Pousada or region. In case of forgetting we will make the property available for a period of one

Month and in case nobody looks will be donated to people who need it in the community.