

## Aquamarine apartment – Rental Conditions / House Rules

To make sure that your stay will be pleasant and to prevent any misunderstandings, please read the rules of Gemstone Getaway. When checking in, it is implied that you are familiar with and agree with them, and that you will fully adhere to them. Violation of house rules can result in the cancellation of the reservation and charging the full amount of the price of the accommodation regardless of the shorter stay.

- 1. General requirements**
  - a. All Guests (and any Visitors) must comply with all House Rules, Rental Conditions and any other instructions from the local Property Managers (KG Villa Services) and/or Vale Do Lobo staff during their stay; and
  - b. No commercial or illegal activities are permitted on the premises.
  - c. Guests must notify the Property Manager of any disputes or complaints from neighbors as soon as reasonably practicable.
- 2. Check-in**
  - a. Upon arrival (at the key pick up or if pick up is outside office hours, on the next business day), submit identification documents of **all guests** to the Property Manager for registering with the tourist agency.
- 3. Noise and the neighborhood**
  - a. Aquamarine is suitable for elderly guests and children, however, parents and/or their representatives are fully responsible for the safety and security of their children at all times, as well as any disturbance caused to other residents in the Neighborhood during the stay at Aquamarine;
  - b. Guests and Visitors must keep noise to a minimum as not to disturb the occupants of neighboring properties – especially during nighttime hours (e.g. 11pm – 8am), and upon arrival and departure;
  - c. Excessive noise is prohibited at all times and may result in termination of the vacation rental agreement, eviction, loss of rental paid and extra charges which may be deducted from the Security Deposit;
- 4. Visitors**
  - a. Aquamarine is designed for max. 4 overnight staying guests. One additional minor guest (<16 years) could stay overnight on the living room couch.
  - b. Guests are responsible for ensuring maximum visitor numbers are not exceeded; and that Visitors are comply with these Rental Conditions and House Rules.
  - c. Any additional overnight visitors must be approved in advance during the booking process and are subject to an additional fee.
- 5. Functions**
  - a. Parties and large gatherings of any kind are strictly prohibited at Aquamarine; and
  - b. Any small gatherings must comply with other rules set regarding noise, the neighborhood and should comply with surrounding adequate etiquette.
- 6. Parking**
  - a. Guests and any Visitors are to comply with parking regulations of Vale do Lobo and other requirements set out below and show consideration to neighbors and other vehicles; and
  - b. Aquamarine has no dedicated parking place; however, mostly sufficient parking places are available close to the apartment which are free of charge except in the peak season (mostly July & August but exact dates to be consulted at the pay stations). For the peak season, Aquamarine provides one (1) free parking permit.
  - c. Guests of Aquamarine can use the provided free parking permit (official card issued by Vale do Lobo) by placing it on the dashboard (from inside) during the rental period. Guest must return parking permit to the apartment at/before check out for the next guest to use. Failure to do so may cause complications or deduction of security deposit return.
- 7. Garbage and recycling**
  - a. Guests and their visitors are requested to separate garbage from plastic, glass and paper and dispose the beforementioned groups in the allocated communal trash cans for each. The closest communal trash cans are at the closest street (besides the parking) and at various locations throughout the resort.
  - b. Guests and their Visitors are asked to not leave excess rubbish in public or common areas; nor on the property (e.g. the terrace) or around.
- 8. Security and energy saving**
  - a. Bringing in weapons, explosive and easily flammable material is not permitted.
  - b. Guests themselves are responsible for personal property and valuables left in the apartment / terrace and the owner / Property Manager is not responsible for the subsequent loss or damage thereof.
  - c. Guests are responsible for their behavior in the apartment and surrounding area, and in the case of an accident they shall bear the consequences themselves.
  - d. The resort Vale do Lobo has a 24h security – any incidence shall be reported immediately to their staff or at the reception of Vale do Lobo
  - e. Any time Guests leave Aquamarine, it is their responsibility to ensure all windows and doors are closed/locked to maintain security and prevent rain and water damage.

- f. Guests must switch off lights, air conditioning, fans, electronics such as televisions when not in use and close all taps if not in use to promote energy saving. It is not permitted to leave the air conditioning on when guests are absent from the apartment.

#### 9. Smoking

- a. Smoking **is not** permitted inside Aquamarine; and  
b. Cigarette butts must be disposed properly (i.e. in an ashtray) and not thrown on property grounds. Failure to do so will result in a deduction from the security deposit.

#### 10. Pets

- a. Pets are not permitted at Aquamarine;

#### 11. Barbecue

- a. The use of the barbecue is permitted only on the terrace; and  
After usage and latest before departure, the barbecue shall be cleaned to allow for the next guests to use it. Failure to do so will result in a deduction from the security deposit.

#### 12. Usage and cleaning

- a. The usage of the apartment and all its furniture, appliances and electronics shall be used in a careful and respectful manner. If changes to the setting of any devices have been made, please return those to the original setting prior departure.  
b. The final cleaning of the apartment is included in the rental price; however, guests are requested to keep the apartment tidy during their stay  
c. If the stay exceeds 1 week, a maid service will change towels and bed linen in the middle of the stay (if the middle day should occur on a Sunday, the change would occur on a Saturday or Monday as agreed with the Guest)

#### 13. Damages and breakages

- a. All damages and breakages must be reported to the Property Manager as soon as reasonably practicable. Failure to report them will likely result in a penalty deduction from the security deposit. And;  
b. To avoid damages and breakages, no furniture is to be moved from one room to another without prior agreement. Also;  
c. No bathroom towels are to be removed from the property (i.e. for beach use). Separate beach towels can be rented from the Property Manager.

#### 14. Locked areas

- a. All locked areas are designated for the owner and/or Property Manager. Any attempt to enter locked areas is a breach of the Rental Conditions and would result into an immediate termination of the agreement and/or in a penalty deduction from the security deposit.

#### 15. Privacy

- a. The owners or the Property Manager will not enter the rented apartment or use the guest's personal belongings without prior announcement to and permission from the guest.  
b. In exceptional circumstances and in the absence of a guest, the owner or Property Manager has the right to enter the apartment to prevent the occurrence of possible damage or danger. The owner / Property Manager is obliged to notify the guest about the entry into the apartment at the first subsequent contact.

#### 16. Check-out arrangements

- a. At check out, please leave the apartment neat and tidy. Beds shall be left dressed and towels can be hanging on the hangers. Please do not put towels on the ground (especially wet towels) since cleaning crew might not manage to clean the apartment within few hours after your departure; and  
b. Fill and start the dishwasher upon your departure if you have used dishes and they are dirty; and  
c. Bring in and place all cushions of the terrace furniture into the corridor if rainy or bad weather is forecasted for the next 24/48h. Close the sun umbrella, close all lights inside and outside and close all windows; and  
d. Place the parking permit on the kitchen counter (if used); and  
e. Pull the door and lock it once. Return all received keys to the Property Manager (address provided below) if no other arrangements have been agreed on.

#### 17. Emergency

- a. In the event of an emergency relating to Aquamarine, your emergency contact is:  
**KG Villa Services                      24h line: +351 917 056 640**

#### 18. Complaints

- a. In case the Guest should have any complaints, a complaints book is available at the office of KG Villa Services.

#### 19. Compliance

- a. In the event of disregard of the house rules, the owner / Property Manager has the right to refuse further providing of services / accommodation.  
b. The Owner and Property Manager reserves the right to terminate permission to occupy and to evict from Aquamarine, any Guests or Visitors who refuse to follow these Rental Conditions or who cause a nuisance to neighbors or other residents of the resort.

Contact details of the local Property Manager:

**KG Villa Services** Phone: +351 289 394 780 | Fax: +351 289 394125  
Corgo da Zorra - Estrada de Vale do Lobo (Apartado 3006) 24h Line: +351 917 056 640  
8135-901 Almancil e-mai: [info@kgvillas-algarve.com](mailto:info@kgvillas-algarve.com)  
Algarve - Portugal GPS: 37.063774, -8.048404