

Terms and conditions

01/11/23 - 31/10/2024

PRICE INFORMATION

Prices are in Euros per apartment per night and are subject to alteration without prior notice. Taxes and services are included. In the aparthotel, prices include daily maid service and towel and bed linen change twice a week. In the touristic apartments, prices include cleaning and towel change twice a week, and bed linen changed weekly.

SUPPLEMENTS

Buffet breakfast à la carte	Prebooked Ad hoc	€ 18 per adult € 9 per child* per day € 22 per adult € 11 per child* per day
Half board option	Prebooked	€ 50 per adult € 25 per child* per day
Full board option	Prebooked	Not available
Extra Bed Sofa bed (for children under 12 years old)		€ 30 per night (extra bed not available for adults)
Cot and mattress (with bedding) High chair Children extra occupancy		€ 6,5 per night (each item)

*Children between 3-12 years old. Under 3's eat free of charge.

RESERVATIONS

In case of late arrival or late check-in date, be sure to inform Belmar Spa & Beach Resort in advance to avoid cancellation of your reservation or a no-show. After the no-show, the reservation is considered cancelled and there is no right to occupy it on subsequent days nor the right to any refund. Accommodation type will be confirmed upon reservation. Units featured are for illustrative purposes only. We do not guarantee the unit booked will be as in the brochure | website.
Non-refundable bookings (available on specific dates only). It is the guests responsibility to provide a valid credit card for full payment at time of booking. These require a written confirmation at all times provided by Belmar Spa & Beach Resort and are not modifiable and non-refundable in case of cancellation.

RESORT INFORMATION

Minimum stay is for 2 nights. Check-in from 4pm and check-out by 10 am. Bookings are not allowed for children under 18 years. The occupancy should always include 1 adult. It is not allowed to occupy a unit solely by children.
From June 15th to September 15th, minimum stay is 3 nights for Two bedroom Duplex – Main building and Three bedroom Touristic Apartment.
At check-in, guests will be requested to leave a security deposit of €250 per property to cover any damage to the property during their stay. This can be taken on credit card or left in cash.
When the security deposit is left in cash it will only be returned after the accommodation has been checked by our housekeeping staff. It is the responsibility of the customer to inform the reception in the case of a check out before 09:00, to ensure this procedure is undertaken the day before. If we are not informed, the money will not be delivered to the customer at check-out, it will be delivered only after the accommodation has been checked.
All occupants of the apartment must present identification upon check-in, including all children.
The use of the spa facilities: gymnasium, sauna, Turkish Bath, Experience Showers, Hydrotherapy pool and indoor heated pool is free of charge (children up to 16 years of age can use the indoor pool under the responsibility of an adult).
Pets are not allowed at the resort except for guide and assistance dogs.
Late check-out is only available according to availability in the day. Additional costs apply. (up to 2:00 p.m., 50% of the daily cost. After 2:00 p.m., the total daily cost).

RESPONSIBILITIES

Belmar Spa & Beach Resort cannot be held responsible for circumstances beyond their control, including so-called force majeure such as failure of water, electricity or gas, adverse climatic events, fire, earthquake, neither for other political or social activities such as war, acts of terrorism, strikes, riots, epidemics, quarantines, or any other unforeseen activities.

COMPLAINTS

Complaints should be addressed to reception which will take appropriate measures to solve the problem. No liability will be accepted after check-out.

MEALS

Belmar Spa & Beach Resort provides the following meal plans subject to payment of a supplement: Breakfast and Half board. Meals included in the half board plan will always be breakfast and dinner. Dinner in the half board consists of soup, main course (choice of meat or fish), dessert, water and soft drinks (alcoholic drinks and coffee not included). December to February as the restaurant is under renovation works only lunch is included. The half board meals are usually served as a buffet, except during low occupancy periods when guests may choose from a selection of dishes in the "À la carte" menu. Also available vegetarian and gluten free options, please advise the resort before arrival. Children with ages between 3 and 12 years old have 50% discount on meal plans and children under 3 are free of charge.

PAYMENT & CANCELLATION POLICY

Standard Bookings - A booking deposit of 30% of the total cost is required to confirm the booking, to be paid up until 7 days after the provisional booking. The deposit is the amount of the 1st night whenever the 30% of the booking is less than this amount. For bookings between 15th June to the 15th October the deposit is of an amount of 50% of the total of the stay. The booking deposit is fully refundable up until 7 days prior to arrival. The balance can be paid before arrival or at check-in. If balance payment at check-in is preferred, we advise clients to notify their banks that they require their card for international use. Some banks have been known to apply an automatic daily limit (eg: €250) when a credit card is used abroad. Any booking cancelled less than 7 days before the arrival date, or a no show, will incur the loss of the booking deposit. Any changes made less than 7 days before arrival date Belmar Spa & Beach Resort reserves the right to charge the total amount of the initial booking.

Groups (4 or more properties) & Package Bookings - A booking deposit of 50% of the total cost is required to confirm the booking and the balance of 50% must be paid at least 60 days before arrival.

In the event a client does not settle the balance by payment date, Belmar Spa & Beach Resort has the right to cancel the booking and the deposit will be refunded minus a €200 cancellation fee.

When the deposit is less than €200, the full amount will be retained.

Any Group (4 or more properties) cancelled less than 59 days prior to arrival, or a no show, Belmar Spa & Beach Resort will charge the full cost of the booking. For group bookings, cancellation prior to the 60 days before arrival, the deposit will be refunded.

Any third party services booked on behalf of the client will be subject to pre-payment unless otherwise stated.

Once the deposit has been taken and the booking is confirmed there will be no alteration to price, except if additional services are requested by the client, including but not limited to: additional transfers, golf rounds, spa treatments etc.

ACCEPTED METHODS OF PAYMENT

Credit Card (Visa/Mastercard/American Express/Diners Club), bank transfer, cash or Portuguese cheque. All bank transfer costs must be supported by the client. Cardholder must be present at check-in, guests will be asked to present the credit card used to pay for the booking. Guest will also be asked to sign the visa receipt slip. If the reservation and payment has not been made directly by the client who will be staying at the Belmar Spa & Beach resort, you should contact the resort directly before arrival in order to request alternative payment methods.

Guests requesting an invoice with a tax ID must include their billing information (name, address and tax number) when making the reservation.

REFUNDS

No refund will be made to clients vacating the property prior to the expiry of the reservation period.

