

[English version]

General conditions of access to the Hotel “Monverde Wine Experience” Internal and private rules

(last updated on June 23, 2022)

The purpose of this document is to set out the rules that must be complied with by all clients during their stay and/or who access our establishment, in accordance with the applicable regulations and the standards of the Monverde Wine Experience Hotel (from now on, the “Client” or “Clients”).

The Internal and Private Regulations are always available to Customers at the Hotel reception in Portuguese and English, as well as on the Hotel's website at: <https://www.monverde.pt/docs/>.

Persons who behave in a violent manner or who may cause discomfort to the public or users or may alter the normal development of the activity, may be expelled from the establishment without the right to reimbursement. The establishment may request the assistance of the State Security Forces and Corps to evict from the establishment those who violate these procedure of internal rules, the usual rules of social coexistence or seek to access or remain in the same for a purpose other than the normal use of the service.

In accordance with the provisions of article 48 of Decree-Law no. 186/2015, which amends Decree-Law no. 39/2008 – Legal framework for the installation and operation of tourist enterprises, the Hotel reserves the right of access and admission, under the legal terms and set out in this document.

A. APPLICABLE RULES FOR ACCOMMODATION SERVICES

1º The parties responsible for the establishment may prevent access and stay in the same of the users who do not comply or have previously failed to comply with any of the following duties:

- To respect the rules of coexistence and hygiene dictated for the proper use of the establishment;
- To respect the internal rules of procedure of the establishment;
- To respect the agreed date of departure from the establishment, leaving the occupied Room free;
- To pay for the contracted services at the time of the presentation of the invoice or within the agreed period, without the fact of presenting a claim implying exemption from payment;
- To respect the staff, facilities and equipment of the establishment.

2º All Clients staying at the Hotel are required to present their identification document at the time of admission to the establishment.

3º All persons entering the rooms of the establishment must complete an entry form. This form must be signed by anyone over the age of 13.

4º The Client, in his capacity as user of the accommodation services, prior to his admission, will receive the entry form for travellers and the admission contract that must be signed by the same, and which contains the name, surname and other information necessary to carry out the registration of the client (from now on, the "Admission Contract"). The Admission Contract, once signed, shall be kept by the establishment for the legally established term for the purposes of compliance with the applicable regulations.

5º Upon signing the Admission Contract, you will be given the card/key. The key to your room is strictly personal, and you must take the necessary care and inform reception as soon as possible in case of loss or misplacement of said card/key. Please make sure that the room door is properly locked before leaving the room or going to sleep.

6º Check-in time is from 15:00. On dates of maximum occupancy of the establishment, the availability of the accommodation unit to the user may be delayed for a period of time not exceeding three hours. Without prior agreement, no extension in its occupancy will be allowed for a period longer than the contracted time. If there is an agreement, the amount of a full day must be paid.

The latest check-out time is 12:00 noon (if you wish to leave later, please ask at reception for the applicable rates).

7º As a policy of the establishment, payment of the stay is made upon check-in, unless otherwise stated in the terms of sale, by any of the means of payment accepted by the establishment (except personal checks) and with a cash payment limit of 3,000 € for individuals residing in Portugal, 10,000 € for individuals not residing in Portugal, since they do not act from a commercial or business point of view, 1. 000 € for a legal person or natural person acting from a commercial or business point of view (resident or non-resident in Portugal), in accordance with the provisions of Law No. 83/2017, of 18 August, establishing measures to combat money laundering and terrorist financing and Law No. 92/2017, of 22 August, amending the General Tax Law. The establishment may request a deposit or a credit or debit card number as a guarantee of payment for accommodation, a no-show, or extra services, or damage caused by the customer in the establishment and use said guarantee, if applicable. Any refund of payments made in cash will have a maximum amount of 200 euros. Any excess over this amount, or the total amount at the request of the Client, will be refunded by bank transfer to the account designated by the Client.

8º The establishment offers the Client the electronic invoice service. To request this service, the Client must expressly authorize the establishment in the admission contract provided at check-in, as data controller, to issue an electronic invoice and send it to the Client to the provided email address. The Client may revoke his/her consent with the establishment or at the contact address indicated on the invoice.

9º The stay of two or more persons in a double room that has been contracted as a single room will not be allowed. In this case, the rate established for double or triple use, if applicable, will be paid. Further, the establishment is not responsible for the actions that may be committed by persons introduced by the Client directly in their room and with the unawareness of the establishment.

10º With the exception of cases in which the establishment has informed the Client of a different time at the time of booking, whenever the reservation allows for cancellation, it must be canceled within the period indicated at the time of booking on the Internet or by contacting the Hotel directly. If the reservation is not canceled and the Client does not show up at the establishment, the first night will be charged.

11º The establishment has a demanding environmental policy, so we ask our Clients to cooperate with us as much as possible.

12º Keep your belongings under surveillance in the common areas of the property and in the parking lot, as they are under your sole responsibility. The Hotel is not responsible for goods or objects that are not deposited in the safe or that have not been deposited for safekeeping, with the limits established in the insurance policy.

13º For security reasons, rooms must be unoccupied at least once a day to allow room service personnel to enter; otherwise, the establishment cannot be responsible for its cleaning. Do not use towels in the room for anything other than personal hygiene.

14º The Client is obliged to maintain the furniture and elements in the room in the same condition in which they were found.

15º In accordance with the provisions of Law 37/2007, as amended by Law 63/2017, smoking is prohibited in the establishment, except in the designated areas, if any. In case of non-compliance, the establishment may request the Customers to pay compensation based on the expenses for cleaning and smoke extraction.

16º Objects left by Customers in the establishment will be kept for six (6) months from the check-out date. After this period, the establishment is not responsible for said objects.

17º For safety reasons, the use of candles in the rooms is expressly prohibited. Possession of any dangerous or illegal substances in the rooms or in any area of the establishment is also prohibited.

18º The staff of the Hotel is not responsible for letters and/or packages sent to Clients staying at the establishment. Clients must ensure that they receive their shipments personally.

19º The Client must consult the section "rules for stays in the establishment accompanied by pets" for the admission of pets.

20º It is forbidden to bring food or beverages into the establishment to be consumed inside the establishment, except for exceptions duly authorized by the establishment.

21º In case of non-compliance with any of these precepts, the establishment may require the Client to leave the establishment immediately without the right to any compensation in favour of the Client or reimbursement of the amounts paid.

B. RULES FOR ADMISSION OF PETS

1º The presence of the pet must be communicated to the establishment at the time of booking. For clarification purposes, we inform you that pets allowed during your stay means one domesticated dog or cat per room. The Client must check the requirements and regulations for the admission of pets with the Hotel.

2º The staying of a pet at the establishment has an additional cost per day. The Client should consult the applicable rates with the Front Desk.

3º The Client declares that his/her pet is vaccinated with all the vaccines required in Portuguese territory and that it meets the requirements of the legislation applicable in the territory where the establishment is located, even if its place of origin is not Portugal.

4º Pets must always be kept on a leash/chain and kept at least two (2) meters away from the owner in all property facilities. Potentially dangerous dogs are not allowed in the Hotel.

5º Pets are not allowed in public areas such as: Inside the main house, inside the Restaurant, Spa, Pool and Gym, unless they are guide dogs. Whenever they are in any other public area of the Hotel (terrace, gardens, or among other areas) they must wear a leash or be carried on the owner's lap, unless they are guide dogs.

6º The Client will be responsible for all damages caused by the animal to third parties and/or to the furniture of the establishment, and/or extra cleaning costs that may occur during their stay at the establishment, so it is mandatory to provide a credit card on arrival to the holding of a security deposit and a contact telephone number. In case of damages or expenses caused by the direct or indirect behavior of your pet, the guarantee will be forfeited for the amount corresponding to the situation generated by it.

7º The establishment is exempt from any subsidiary liability in relation to damages, losses and inconvenience caused by the pet to people and property, within the maximum limits allowed by applicable legislation.

8º Clients who are owners or keepers of animals are responsible for keeping them in adequate hygienic and sanitary conditions and ensuring that they do not disturb the tranquility of other guests.

9º It is expressly forbidden to: leave the animals alone in the room or inside the vehicle parked in the car parks, leave food in the animal bowls, bathe the animals in the bathroom of the room and use the bath towels with them and make use or sleep on the bed, on the sofas or on any element of the bedroom furniture.

10º Pets must be kept on a leash in case Hotel staff enters the room.

11º In case you do not respect any of the above rules, the establishment's management reserves the right to cancel the reservation and cancel the stay at the Hotel.

C. APPLICABLE RULES FOR THE USE OF THE PARKING LOT (FREE SERVICE)

The Hotel has 4 car parks:

- A central park open to the general public, opposite the Main House;
- Three parking lots near the Accommodation areas: Casa Nascente, Poente and Casa do Avesso for the exclusive use of Hotel guests.

1º When parking the vehicle, the Customer must occupy only one parking space.

2º The use of the designated parking area for the disabled must be justified by showing the corresponding sign visibly inside the vehicle.

3º The car park is free exclusively for Clients staying at the establishment, coinciding with their accommodation period and ending at check-out and subject to the Hotel's availability.

4º The Hotel is not responsible for any damage caused or received by vehicles using the car park service, nor for any objects deposited in them, nor for the theft or robbery of the vehicle itself.

D. APPLICABLE STANDARDS FOR THE USE OF RESTAURANT SERVICES

1º O Clients must respect the opening and closing hours of the restaurant premises.

2º Clients are not allowed to take food outside of the buffet restaurant.

3º Access to the restaurant premises must be made with appropriate clothing and cleanliness. Clients wearing bathing clothes, barefoot, shirtless or similar will not be allowed access.

E. APPLICABLE RULES FOR THE USE OF SWIMMING POOL SERVICES

1º. The Client must respect the pool schedule at all times. Swimming outside these hours is prohibited.

2º. The reception of the spa has products to support the use of the swimming pools (caps) for sale. It is mandatory to wear a swimming cap in the indoor pool. It is available for adults from 10 am to 7 pm and for children aged between 3 and 16 from 10 am to 5 pm. These must always be accompanied by adults.

The outdoor pool (Seasonal) is available in the summer period (June 1st to September 30th) from 9 am to 7 pm. are prohibited diving jumps.

3º. Clients using the pool are required to wear appropriate clothing in accordance with the customs and habits of the country. For hygienic reasons, it is forbidden to bathe with clothes on.

4º. It is mandatory to use the shower and footbath before swimming in the pool.

5º. The use of the sun loungers in the swimming pool is free of charge, and they cannot be reserved. The staff of the establishment may remove the loungers that are not used for at least 30 (thirty) consecutive minutes, provided that there are other users waiting to occupy them and move the personal belongings that were in it to the Reception of the establishment.

6º. The use of towels from the room for the pool is prohibited. The swimming pool towels are available in the Spa Reception or the Pool Bar. To request them you need to present the cards that are given in the check-in.

7º. It is forbidden to bring glasses or other glass objects into the pool area.

8º. Clients using the pool may not bring floats or inflatables into the pool, except for minors or disabled people who need them for swimming.

10º. It is forbidden to consume drinks in the pool, if they have not been purchased at the Pool Bar, or at any other point of sale of the Hotel.

F. GENERAL INFORMATION APPLICABLE TO ALL SERVICES

1º For any kind of doubts or questions regarding the operation of the Hotel, Clients may contact our reception staff, who will assist you and, if necessary, will contact the person authorized to resolve your doubt or question, being the Hotel Manager the person in charge of the establishment.

2º The Hotel, as the data controller, will process the personal data provided by you upon your arrival at the establishment or during your stay for the purposes of managing reservations, to comply with legal obligations and, based on legitimate interest, for security issues and marketing activities (including direct marketing campaigns) and to improve the quality of your stays, including satisfaction surveys. You have the right to request from the data controller the right of access, rectification, limitation, opposition, erasure and the right to data portability. You also have the right to file a complaint with a supervisory authority. The data will be stored in accordance with the applicable deadlines due to the existence of legal or contractual liability related to the aforementioned purposes. For more information about the processing of your personal data by Monverde Wine Experience, you can visit our Privacy Policy and Personal Data Protection section at: www.monverde.pt You can request a detailed copy of the Monverde Wine Experience Hotel Privacy Policy .

3º All the facilities and services offered by the establishment comply with the security measures stipulated for this purpose, guaranteeing and promoting your safety.

4º For security reasons, please notify the front desk immediately of any unusual occurrences such as suspicious persons in the hallway, repeated telephone calls to your room from unidentified persons, knocks at your room door from persons unknown to you.

G. INFORMATION ON COMPLEMENTARY SERVICES PROVIDED BY THIRD PARTIES

1º. Information on excursions, services and experiences provided by companies other than the operator can be obtained at the reception desk.

2º. This establishment is not responsible for services provided by third parties.