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# PINHAL PALACE HOTEL

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## BOOKING/STAY POLICIES

### **INCLUDED ON YOUR STAY:**

- Breakfast (served on the hotel lobby room); from 06:00am until 10am.
- One (1) parking spot per room (subject to availability/ short term parking);

**BOOKING CONFIRMATION:** Your booking will only be considered *confirmed* with an advance payment of 50% on the total of your stay in a maximum of five days after the solicitation is confirmed via e-mail. After this period, without the payment confirmation and sending the payment bill through: [reservas@pinhalpalacehotel.com.br](mailto:reservas@pinhalpalacehotel.com.br), the booking won't be considered active.

**CHECK-IN TIME:** 14:00h – It'll be necessary to present some form of ID documentation – Social Security Number or Passport and it's necessary to fill a guest form.

- Due to an intern norm, after midnight the hotel only welcomes guests with bookings which are confirmed in our systems through the step mentioned above in BOOKING CONFIRMATION.

**CHECK-OUT TIME:** 12:00h (Noon)

**NON-GUESTS CONTROL:** According to "NON-GUESTS POLICIES", for safety measures, it's not allowed non-guests in the rooms. These non-guests are welcome to the social area of the hotel. If the non-guest gets in a guest's room, an additional guest rate will be automatically applied up to 3 PAX (in the guest's final pay bill).

Non-guests should present ID documentation at the reception and it'll be digitalized during the check-in. There's a tolerance of fifteen (15) minutes inside the guest's room exclusively in order to help with luggage from the main guest.

**EARLY CHECK-IN POLICY:** In case of the necessity of an early check-in, it may be allowed through negotiation and availability checked previously. Doing the check-in before 14:00 will be applied half of a daily rate (50%).

**LATE CHECK-OUT POLICY:** In case of the necessity to leave the hotel late (after 12:00), it may be allowed after previous negotiation and availability and the following taxes will be charged: between 12:00 and 18:00, the tax is 50% from the actual daily rate from the guest. If the guest needs to leave the hotel after 18:00 a full daily rate will be charged.

- After midnight are only allowed to do check-ins if the booking had been previously made through some of the hotel contact ways and the guest received the confirmation through a voucher by e-mail. The hotel reserves the right to not take any guests without prior booking after midnight.

#### **CANCELATION POLICY/ CHANGES AND REFUND:**

It's possible to:

- 1) The Brazilian legislation allow you to cancel for free your reservation within **7 days after your booking**. After this period, it'll be applied the hotel cancel policy.
- 2) Cancellations with less than 5 (five) days to the check-in date, no refund is possible, except due to a force majeure or if it fits in the number 1 item above.
- 3) For this kind of solicitation, it'll be considered the date of the cancellation request which must be sent through e-mail: [reservas@pinhalpalacehotel.com.br](mailto:reservas@pinhalpalacehotel.com.br).
- 4) Payment operations made by credit card and bank deposit/exchange there will be a charge of 5% from the amount paid to the hotel due to maintenance taxes per operation and there will be a 7 (seven) day time period until the refund is done.

**NO-SHOW POLICY:** Your reservation/booking will be guaranteed until the end of the day of your check-in. If the guest doesn't show up, a full daily rate will be charged.

#### **PAYMENT POLICY:**

- 1) Reservations made by e-mail or phone: Credit Card for advance payment of the total amount of the stay (100%).
- 2) Advance banking deposit/exchange of half the total stay (50%). The other half will be charged during the check-in.
- 3) Credit Card for advance payment of half the total stay (50%). The other half will be charged during the check-in.

- **If there are any extras they will be charged during the check-out.**
- **Reservations without payment are valid for only five days counting from the day you booked.**

#### **PAYMENT METHODS**

- A) Bank Deposit/exchange (it's necessary to send the confirmation documentation through e-mail to be indexed to the guest's bill and reservation).
- B) Credit Card or Debit card.
- C) Virtual Cards: only for companies and agencies previously credentialled.

**CHILDREN POLICY:** The first child up to 7 (seven) years old is free at the same room with its parents. If there is another child the normal rate for "additional person" will be applied. From 7 years old and one day: the child will be considered as a grown up and the hotel will follow the rate as adults. **OBS:** Some solicitations (cradle, double bed, mattress etc.) will be attended according to availability.

**UNDER AGE GUESTS:** According to Brazil's "Child and Teenager Statute" all forms of hosting services are obliged to keep a host form from a child or teenager. It'll be indexed to the parent's host form and it must be proven that they are accompanied by parents or legal representative (ID Card, Birth Certificate or authorization certified in registry office).

**NON-GUEST/VISITOR CONTROL:** According to our "Non-Guest Policy", for safety measures, it's not allowed the entrance in a guest room. These visitor are welcome in the social area of the hotel. If the non-guest/visitor must go in a guest's room an additional person rate will be automatically added according to the number of guests there will be in the room.

**LAUNDRY:** It's a third-party service and it'll be charged an additional 20% from the value of the service.

**INVOICE EMITION:** The hotel (RIBEIRO & CIA LTDA 0 CNPJ: 54.229.075/0001-78) will emit an invoice receipt during the check-out process. This invoice will be filled with the guest's information or a company's information indicated via e-mail during the booking process.

1º Sheet: Delivered to the guest in hands.

2º Sheet: Sent by e-mail to the mail address informed during the booking process.

**COMMISSION:** Tour Agencies will be commissioned by 10% of the total daily rates paid for their guests. The commission will be reduced from the bill sent from our payment office or directly during the payment, hence the hotel is absent of any further payment. NET RATES are not subject to commission payment.

**KEY CARD/ REMOTE CONTROL LOST:** If the guest loses one of the items mentioned, there'll be an additional rate of R\$20.00BRL for each item lost. This rate will be charged during the check-out process.

**MISSED ITEMS:** The hotel will leave them permanently available to recovery by the guest, someone else or a preferred transportation company with prior authorization from the guest and paid by the guest. The hotel is not obliged to be responsible for sending any item that had been forgotten in the building.

Welcome to Pinhal Palace Hotel