

CHANGE TO TERMS AND CONDITIONS

About the coronavirus outbreak (COVID-19)

The ongoing spread of novel coronavirus (COVID-19) may be impacting your travel plans. For more information on whether your destination is impacted, please check with the [World Health Organization](#) (WHO), [Centre for Disease Control and Prevention](#) (CDC), or with local government authorities.

If your balance is due

We also appreciate that you may be concerned about paying the remaining balance of your booking. If your balance is due between now and 17 June 2020, please contact us and we're happy to extend this for you whilst we continue monitoring the situation.

If your booking starts on or before 17 June 2020

- If you'd like to change your plans to alternative dates, please contact to discuss your options.
- If you're prevented from travelling and need to cancel your booking, you can do so. Normal cancellation policies will be overridden, and you will be refunded in full, however if you paid by credit or debit card we will refund the amount we received. The payment portal such as PayPal or Stripe should then return the fees they applied to the transaction. Note: this is typically 1 to 2% of the payment made.

If your booking starts on or after 1 June 2020

At the moment Portugal has shut its borders until the end of April with the situation constantly evolving, we fully expect to this to be extended. We can only react when this occurs, however if you wish to change your dates before any such notification is given please contact us and we will rearrange your dates to other suitable dates either later this year or anytime in 2021. You may change your dates, but it is subject to availability of the property, if the property you have booked is unavailable, we can offer alternatives. Please note the cost of the stay may fluctuate depending on the dates chosen and seasonal price differences.

New bookings from April 6th 2020

By now, we can expect that our mutual customers are aware of the risk of further COVID-19 spread, and as such the risk they are taking when making new reservations, particularly Non-Refundable and Partially Refundable bookings. Our standard policies will apply.

Rest assured, the health and safety of our customers is our highest priority and we will continue monitoring any changes to travel advisories and review our policies accordingly.

Hope this helps.