

Welcome to Gemstone Getaway!

To ensure a pleasant stay and avoid any misunderstandings, we kindly ask you to review our house rules. By checking in, you acknowledge that you are familiar with and agree to adhere to these rules. Please note that violations may result in the cancellation of your reservation and full charges for the accommodation, regardless of the length of stay.

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| 1. General | <p>Respect the Property: Treat the home as if it were your own. Avoid causing any damage and report any issues immediately to the Property Manager</p> <p>Follow Instructions: Guests & Visitors must comply with all House Rules and follow instructions from the Property Managers (KG Property Management) and Vale Do Lobo; and</p> <p>Strictly Prohibited: No commercial or illegal activities on the premises.</p> <p>Inform Property Manager: Please notify the Property Manager of any disputes or complaints from neighbors asap</p> |
| 2. Check-in &-out | <p>Check-in/Check-out Times: Standard check-in is after 16:00, and check-out is before 11:00. Late check-outs without prior approval may result in withholding the security deposit.</p> <p>Registration: All guests must present an ID card or passport either before or at check-in to be registered and comply with local regulations.</p> <p>Check-out considerations: Before leaving, please:</p> <ul style="list-style-type: none"> • Leave the apartment as tidy as possible: beds dressed, towels hung. • Clean all dishes and kitchenware; start the dishwasher if needed. A €50 cleaning fee will be deducted from the security deposit if left excessively dirty. • Bring in cushions if bad weather is expected. Close the umbrella, lights, and windows. • Return the parking permit on the kitchen counter (applicable during high season). • Remove all garbage from the property and deposit it in the dedicated containers • Close air conditioning, fans, and electronics. Lock the door and return all received keys to the Property Manager (address provided below). |
| 3. Noise & responsibility | <p>Noise Levels: Keep noise to a minimum, especially during nighttime hours (23:00 to 8:00). Excessive noise may result in termination of the agreement, loss of rental paid, and possible extra charges.</p> <p>No parties or large gatherings: small gatherings must respect noise rules and neighbors.</p> <p>Parental Responsibility: Parents/Guardians are responsible for the safety and security of their children, including any damage to the property.</p> |
| 4. Occupancy & Pets | <p>Occupancy Limits: Please adhere to the maximum occupancy limit of 4 guests (age 3 and above).</p> <p>Visitors: All visitors must comply with house rules.</p> <p>Pets: Pets are not allowed inside the property.</p> |
| 5. NO Smoking | <p>Smoking/Vaping: Smoking and vaping are not permitted inside the property.</p> <p>Cigarette Butts: Cigarette butts must be disposed of properly (e.g., in an ashtray) and not thrown on property grounds. Failure to comply will result in a deduction from the security deposit.</p> |
| 6. Cleanliness / Garbage | <p>Cleanliness: Maintain cleanliness throughout your stay.</p> <p>Recycling & Garbage: Please help us dispose of garbage properly. Separate biowaste (summer months only), regular garbage, plastic, glass, and paper, and use the allocated communal trash cans. The closest communal trash cans are on the nearest street (up the hill) and at various locations throughout the resort.</p> <p>BBQ Usage: After using the BBQ, please ensure the gas tank is closed and the BBQ is cleaned. A €50 cleaning fee will be deducted from the security deposit if the BBQ is left dirty.</p> |

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- 7. Parking** **Parking:** There is no dedicated parking for the property. Guests can use street parking, which is free of charge most of the year.
Parking Permit: During high season, one parking permit is provided (available in the house on arrival). This permit must be visibly displayed in the car when parked in the designated zone.
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- 8. Security** **Security:** Lock doors and windows when leaving the property. Do not share access codes or keys with unauthorized individuals.
Security Notice: A safe is provided for your convenience. Please use it as needed. The owners and property management team are not liable for any lost or stolen items.
Security Advisory: While the resort is under 24-hour security surveillance, please remain vigilant against theft and pickpocketing. Do not leave valuables openly or unattended. Report any incidents immediately to the Vale do Lobo reception and inform the Property Manager.
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- 9. Environment** **Weather Precaution:** Guests are requested to keep doors and windows closed to prevent damage from adverse weather conditions. Additionally, please ensure all umbrellas are closed when not in use to avoid damage from wind or weather. A broken umbrella will result in a €50 deduction from the security deposit.
Energy-Saving Guidelines: To help us save energy and protect the environment, please remember to turn off lights, air conditioning, fans, and electronics like televisions when they're not in use. Also, make sure to close all taps when they're not needed. We greatly appreciate your cooperation.
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- 10. Care and Clean-Up** **Apartment Usage Guidelines:** Please use the apartment and its amenities with care. Follow any specific instructions provided for their use. If you change any device settings, return them to their original state before departure.
Internet and Wi-Fi: Free Wi-Fi is available. Please use it responsibly and do not engage in illegal activities.
Household Supplies: Basic household supplies (e.g., toilet paper, soap, pantry essentials, etc.) are provided. If you run out, please replenish appropriately.
Tidy property: Please always keep the house tidy, especially the kitchen, as the lovely weather can attract insects. Your cooperation helps maintain a clean and comfortable environment for everyone.
Furniture and Appliances: To ensure the comfort and safety of all guests, please do not move or remove any furniture or appliances from the property.
Towel Usage: Please do not take bathroom towels off the property, such as for beach use. We provide separate beach towels for your convenience.
General Etiquette: Please do not hang towels or swimwear over the terrace wall.
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- 11. Locked areas & Privacy** **Locked Areas:** All locked areas are designated for the owner and/or Property Manager. Any attempt to enter these areas is a breach of the rental conditions and will result in immediate termination of the agreement and/or a penalty deduction from the security deposit.
Exceptional Access to Property: In rare instances, the owner or Property Manager may enter the property without the guest present to prevent potential damage or danger. The guest will be informed of the entry at the earliest opportunity.
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- 12. Emergency** **Fire Extinguisher & First Aid Kit:** Both are provided in the kitchen area for emergencies.
Emergency Contact Information: For any property-related emergencies, please contact:
KG Property Management 24h line: +351 917 056 640
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- 13. Complaints** **Complaints compliance:** A complaints book is available at the office of KG Property Management.

Contact details of the local Property Manager:

KG Property Management 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
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