



Discover Portugal with us...

**Portugal Holiday Rentals**  
Apartado 194 2500-Caldas da Rainha  
**Portugal**  
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## PHR Cancellations Policy

1. If the Company cancels any booking at least 42 calendar days prior to the commencement of the rental, the Customer shall be entitled to a full refund of all amounts paid up till that point, but shall have no other claim whatsoever against the Company. If the Company cancels any booking within 42 calendar days of the commencement of the rental or is unable, after having issued a booking confirmation, to provide the accommodation or any of the other products from the special features menu originally requested by the Customer and subsequently confirmed by the Company, the Company shall be in material default of its obligations at the commencement of or during the rental period, then the Company shall use all reasonable endeavours to arrange alternative accommodation of an equivalent type and standard in a similar location. Acceptance by the Customer of such accommodation shall be in full and final settlement of any and all claims by the Customer against all parties in respect of the period of occupation of such alternative accommodation. If the Customer shall not accept such alternative, the Customer shall so advise the Company in writing, and in any event, the Customer shall not be entitled to any refund, reimbursement or claim against any party in respect of any period during which the alternative accommodation was available to him.
2. If the customer wishes to cancel a booking, then the Customer shall notify the Company immediately and in writing, and no such notification shall be effective unless and until actually received in writing by the Company. In cases of cancellations received more than 42 calendar days before the first day of the booked period, the Initial Deposit will be forfeit. In cases of cancellations received with 42 or fewer calendar days of notice, the total charge shall be forfeit, in whole or in part, in accordance with the following table:

<u>Number of days between receipt of cancellation and first day of booked period</u>	<u>Percentage forfeit</u>
180 calendar days and above .....	0%
42 to 180 calendar days .....	30%
42 to 28 calendar days .....	60%
27 to 15 calendar days .....	80%
14 calendar days to end of booked period (Including during the period itself) .....	100%

The amount forfeit above is a genuine pre-estimate of the damage likely to be sustained by the Company as a result of cancellation. If, as a result of the above, any monies are due for payment or reimbursement, as the case may be, the debtor party shall pay the creditor the full amount due within 7 working days of the date of the notification of cancellation.

The Customer's obligation to pay (if any) or forfeit any sum following his cancellation shall stand, notwithstanding the existence of any insurance cover, it being the obligation of the Customer to make any appropriate claim in respect of cancellation fees or any other benefit. Customers are strongly advised to give full consideration to their terms of his travel and holiday insurance.



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