

# INFORMATION TERMS AND CONDITIONS



*Páteo Lima*

## About the Páteo

Páteo Lima is a rural tourism unit (TER), in the form of agritourism, consisting of 3 fully remodeled houses, T1 (Casa dos Vidros), T2 (Casa da Venda) and T3 (Casa da Cocheira), adjacent to the owners' house (Casa da Padaria), where the unit's reception and support services are located. Besides that, It has a farm space, with a vegetable garden and animals, where there is also a private car park, a picnic area, a terrace and a swimming pool. It is registered in the National Tourism Registry (RNT) under the number 9991.

## Services

**Accommodation** - The Houses admit a maximum of 4, 6 and 8 people respectively, with bed linen, towels, hygiene products, first aid kit, kitchen equipment and utensils adapted to the number of occupants, as well as access to TV, free internet and parking; continental breakfast with regional products is included in the rate and can be served in the house or taken in one of the village's cafes/restaurants; guests have unimpeded and free access to the grill, picnic area, terrace and swimming pool; they can also have access to products grown in the garden free of charge, subject to instructions and availability; they can enjoy activities on the farm, subject to availability and guidance from employees and have access to bicycles and fishing rods, according to guidance and additional cost; at an additional cost, guests can request extras such as: coffee capsules, dishwasher detergent, charcoal and firewood baskets; artisanal and gastronomic products produced in the enterprise itself or in the region where the unit is located can also be sold.

**Extra beds** – Travel cots are available for children up to 2 years old, upon prior reservation; possibility of extra accommodation for 2 more people in the oven room, located in the bakery house, upon reservation and at an additional cost.

**Animals** – In T3, animals are allowed, upon reservation, additional cost and specific regulation; exceptionally, they can be admitted to other accommodations, after prior analysis.

**Personalized care** – These are services tailored to customers who need support with hygiene, food, cooking, etc., which will be identified on a case-by-case basis, and are available upon reservation and at an additional cost.

**Cleaning and treatment of individual laundry** - It is possible at an additional cost.

**Other services** – Access to other services/activities by appointment and at an additional cost, namely, workshops on Alentejo gastronomy and psychological well-being activities framed in a natural environment.

**Events** – There is the possibility of booking all or part of the space for special events, subject to a specific budget.

### **Reservations and Cancellations**

Reservations can be made via phone, email or via the *booking.com* platform, or similar.

Direct bookings are only confirmed upon payment of 50% of the total cost of the stay and presentation of the corresponding proof of payment; the remaining 50% is due until check-in. Bookings through *booking.com* and similar ones follow the rules indicated on the platforms.

If the reserved services are changed prior to arrival, the remaining payment already includes these changes. Any charges for additional services will be due at the time of delivery. Reservation cancellations or changes are allowed up to 14 days before the day of entry, subject to availability. In case of cancellation within the indicated period, the amount already charged will be refunded through an IBAN to be provided by the customer, less a refund fee of 3% on that amount. Subsequent cancellations and early departures do not allow the refund of the amount already charged. In cases of special circumstances, duly justified, the unit may cancel the reservation, refunding the amount already paid to the customer, with no refund fee.

Payments can be made by bank transfer to IBAN PT50004561804031020478328. They can also be made by mbway or in cash. The price list is attached.

### **Check in and check out**

*Check in* can be done from 5 pm. Late entries can be arranged individually. Early entries imply booking the night before; however, if the houses are free, it will be possible to check-in earlier or, alternatively, to store luggage for free until check-in. Check out is done until 10 am on the day of departure. To check the possibility of later departures, contact reception. Possibility to use the outdoor space and luggage storage after check out.

### **Registration of personal data**

The necessary data is collected to carry out the booking procedures of all guests, as well as the registration of foreign citizens, namely, full name, date of birth, nationality, country of origin, place of residence, type and number of identification document/passport (presentation required at check-in), tax identification number, contacts (phone and email) and payment methods. When booking, other types of essential information for the provision of the service may also be registered, namely, those related to personalized care. During outdoor activities there is the possibility of taking pictures.

Personal data is collected and archived to facilitate the provision of services and to keep the customer informed about future offers and issues that may interest him, being subject to the personal data protection law (Law No. 58/2019). By signing the customer form, he, the customer, consents to its collection and treatment. The customer's personal information will be shared exclusively with the authorities and only when required by law or when there are suspicions of some illegal practice.

The Customer may access, change, add, update or delete their personal data through the e-mail: [pateolima@gmail.pt](mailto:pateolima@gmail.pt)

## About the functioning

### Reception

Located in *Casa da Padaria*, it is open daily between 9am and 12:30am and between 4pm and 7:30pm. It provides information, handles reservations, registers guest arrivals and departures, guarding and delivering messages, correspondence and other objects intended for them. It has a small library with documents relating to the history of the property, it also has a working landline and internet for the guests to enjoy.

### Breakfast Service

The breakfast, which is included in the price, is taken at a café in the village – “Café Mónica” – where customers can order whatever they want from the available menu. In case of reduced mobility, the meal can be delivered and consumed at the accommodation; to this end, guests must choose in advance what they want to consume and order the day before at the reception, indicating also the time for delivery.

### Tidying and Cleaning

Accommodation units can be tidied up and cleaned daily, as long as the guests provide access to the cleaning staff, at a time to be agreed within opening hours; bed sheets and towels are replaced when new guests enter; in case of longer stays, sheets are changed weekly and towels every 3 days, and can also be replaced when requested. Cleaning staff access the accommodations according to schedule.

### Use of the pool

The unit has a swimming pool 1.32m high and 4.80m in diameter, accessible only through a removable ladder. It also has an inflatable pool for babies and one for animals.

The pools are monitored and treated daily with products suitable for the purpose, they have lifesaving material, but they are not supervised.

Guests must pass the shower before entering the pool, preventing the transport of debris into the water.

Children must always be supervised by an adult, in and out of the water.

It is forbidden to dive, use mattresses and inflatable buoys, as well as any act that endangers oneself or third parties in the pool.

It is also forbidden to eat or drink at the entire pool area.

Chairs and sun loungers cannot be reserved, therefore, it is forbidden to leave towels or other items with the intention to mark the spot while they are not being used.

Kitchen utensils and household towels cannot be used in this area.

Users must ensure the conservation and cleanliness of the surrounding space.

Páteo Lima is not responsible for any accident resulting from the improper use of the space.

### Use of grills and picnic area

The grill can be used at any time, subject to availability, so guests must be organized in its use. All necessary precautions must be taken to avoid fires, particularly on days of greatest risk. The unit can provide charcoal and firelighters, according to the attached price list. The picnic area is free to use, and guests must ensure its conservation and cleanliness.

### Smoking Ban

The entire unit is non-smoking.

### Complementary activities and services

**Activities on the farm** – Guests can participate at any time in the activities taking place on the farm, respecting the guidelines of the employees. Periodically, specific events may be created, whose conditions for participation will be announced in due course. They must not interact with the animals or feed them without the presence of someone from the unit, due to the possibility of becoming aggressive towards strangers.

**Alentejo cuisine workshops** – These are selected from a list of possible dishes and reserved at least 24 hours in advance. The ingredients are under the responsibility of the customers, and help may be requested with your order when booking.

**Personalized care** – Should be identified on a case-by-case basis at the time of booking or admission, in order to assess the possibility of providing them according to the client's needs; the unit reserves the right to reject the provision of care that it is not authorized to perform.

**Psychological well-being activities** – These are available by appointment, following specific procedures to be provided by a registered psychologist in the order under N° 3904.

**External activities/services** – The TER unit may disclose and articulate the reservation of other types of services and activities provided by third parties, upon the client's request.

### Reservation of bicycles and fishing equipment

By booking this type of material, the customer assumes that they know how to use it correctly and that its use does not pose any risk to their health.

The equipment is delivered in good working order and the customer takes full responsibility for its use, and delivers them in perfect condition. If this does not happen, all lost or damaged items will be charged, according to the price list. There is no insurance for bicycles. It is advisable to use a helmet.

### **Pets Stay**

Páteo Lima only accepts dogs and cats. Admission is subject to filling out an Animal Registration Form, presenting the Identification Document for the Companion Animal (DIAC) or Companion Animal Passport (PAC) and updated Health Certificate, as well as the possible deposit of a guarantee.

With the exception of guide or assistance dogs, animals are only admitted to the T3, where they have a pet friendly kit, with feeder, drinking fountain, mattress and blankets, with food being the responsibility of the owners. Exceptionally, they can be admitted to other houses, subject to prior assessment. Animals can only circulate in common spaces with adequate means of restraint and cannot disturb other customers, and they may be required to leave immediately if they exhibit dangerous or unacceptable behavior, such as biting, scratching or excessive barking. Owners are responsible for the hygiene of the space occupied by the animals and any damage caused by them, and the security deposit will be retained in whole or in part in case of violation of this standard. Employees will only enter the accommodation for cleaning or maintenance if the animal is not present or if it is in the company of the owners with due restraint.

### **Organization of events outdoors**

The outdoor area – picnics and swimming pool – can be used independently, or together with accommodation units, for the organization of events, the conditions of use being defined at the time of booking, namely with regard to the space area to be of use, access to water, electricity, garden furniture, timetable and number of participants.

Except in authorized situations, access to the houses is prohibited to participants without reservation of accommodation, who have the bathroom in the Quarto do Forno for their use.

Events must strictly respect the legislation in force regarding noise, consumption of alcoholic beverages, hygiene and food safety and copyright, requiring the prior presentation of the respective licenses to external service providers involved in the event.

All events must have a person in charge, who will act as an interlocutor with Páteo Lima, and who will be responsible for any damage or accident and compliance with the agreed conditions.

Páteo Lima reserves the right to cancel the event at any time in the event of an imponderable event on its part, or non-compliance on the part of the organizers, a situation that will determine the retention of the amounts already charged and any additions for damages, which will be charged according to the prices listed in the attached inventory.

### **Prevention and safety measures within the scope of the Covid 19 pandemic**

The TER unit, consisting of 3 independent houses, with a maximum capacity for 18 people, is integrated in a farm with approximately 3600m<sup>2</sup>. The space configuration is adequate to maintain a safe distance, either between guests or between guests and employees, as inside each building only members of the same family group or friends live together and the conditions of the outside space are not favorable to the agglomeration of people. Despite this, some procedures are in place to reduce the possibility of contagion, namely:

- Existence of disinfection points in strategic locations of the unit, namely, in the reception area
- Use of masks by employees in customer contacts
- Advance data request to facilitate the admissions process
- Delayed customer service at reception
- Disinfection of reception surfaces after each service
- Frequent disinfection of common spaces
- Implementation of a rotation scheme for the use of garden furniture in common areas and its disinfection after each use
- Disinfection of bicycles, fishing rods and other accessories before they are made available to customers
- Scheduling the cleaning of accommodation to reduce the probability of contact between guests and employees
- The eventual delivery of products to the accommodation is made at their entrance
- Availability of personal protection kits for purchase at reception
- The "oven room" is available to function as an isolation room
- Employees follow a hygiene and safety protocol that includes measuring body temperature at entry, using disposable masks and gloves, and recording any changes to regular bodily functioning



### TER Unit Responsibilities

**Service provision** – The unit has the duty to provide the services to which it has undertaken within acceptable quality standards, striving to guarantee a stay in accordance with the customer's expectations, and should therefore listen to any suggestions given to it.

**Complaints book** – In case the service does not meet expectations, the customer has the right to complain, and may do so at the reception or on the Electronic Complaints Book Portal, available at: <https://www.livroreclamacoes.pt/>

**Civil liability** - The TER unit has a non-contractual civil liability insurance of the Fidelidade insurance company - policy No. ME64786057 - which covers events attributable to it, but does not cover incidents resulting from omission of information or inaccurate information provided by the customer, or accidents arising from improper use of space. The unit is also not responsible for services provided by third parties, even if they have been contracted/provided through them, and these are responsible for them.

**Security** – Regardless of the cleaning service, for security reasons and in case of extreme urgency, the management reserves the right to **enter** the accommodation in the absence of guests.

### Customer Responsibilities

Guests should take care of the interior and exterior space of the house, avoiding damage to equipment and household items; upon departure, an assessment of possible losses or damages is carried out, which will be charged according to the prices listed in the attached inventory.

Customers must also take care of the keys given to them at check-in, returning them at check-out. In case of loss, the reception must be notified, and an additional fee will be charged for the provision of new keys.

Guests must refrain from interfering with the performance of the staff who provide services at the TER unit and from performing acts that disturb other customers, particularly with regard to noise at night, especially between 12pm and 8am.

## General Information

### Location

Rua General Humberto Delgado, 3, Valverde, 7000-093 Nossa Senhora da Tourega

Coordinates GPS: 38.532579, -8.019391 | 38°31'57.3"N 8°01'09.8"W

### Contacts

Landline Phone: +351 266 711 142

Mobile Phone: +351 938 285 665

Email: [pateolima@gmail.com](mailto:pateolima@gmail.com)

### Distances and how to get there

**From Évora:** 10min – exit on the N380, towards Alcáçovas. Exit right onto CM1079 towards Valverde and Universidade – Núcleo da Mitra; at the Mitra intersection, turn right, pass the aqueduct and go around the farm, cross the river and enter Rua General Humberto Delgado; Páteo Lima is immediately on the left. Entrance is through the large gate of nº 3.

**From Lisbon:** 1h:15min – exit on the Vasco da Gama bridge, take the A12 and merge with the A6. Exit at exit 5, onto the N114, head towards Évora for about 1.5Km. Turn right towards the CM1075, go through Guadalupe and follow the directions for Valverde, where you enter via Rua da Alegria; at the end of the street, turn left onto Rua General Humberto Delgado; Páteo Lima is on the right, just before the bridge. Entrance is through the large gate of nº 3.

### Means of transport

Pimpão Taxis – 967 767 700 | <https://taxispimpao.com/>

Évora Radio Taxis Association – 266 735 735

Alentejo Bus Station – Lines: 8190 and 8907 (times available at reception)

Nearest train station – Évora

Nearest Airport – Lisbon

### Medical and Pharmaceutical Services

Emergencies - 112

SNS 24 - 800 24 24 24

Espírito Santo Hospital – Largo do Sr. da Pobreza, 7000-811 Évora | Tel: 266 740 100 Gusmão Pharmacy – Valverde Posto – Largo Alexandre Joaquim Eduardo, 13 | open Monday to Friday from 10:00 am to 12:30 pm | Tel: 266 711 141

Évora Pharmacy – Évora Plaza Shopping Center, Rua Luís Adelino Fonseca, 2, Floor 0, Store 0.20 C | open every day from 8:30 am to 11 pm

Service pharmacies in Évora – Consult Reception

### Other services nearby

Supermarkets – Fialho Grocery Store and Bakery | Hypermarkets in Évora

Cafes/Restaurants – Restaurante O Ricardo | Laranjinha Snack Bar | O Estoura | Café Mónica | O

Barbas | Tourega Sports and Cultural Group

ATM – Entrance to the Veterinary Hospital of the University of Évora – Herdade da Mitra

Fuels – Évora

### What to do/visit

**Nearby** – There are several trails for hiking on foot or by bicycle (indications at reception); you can hunt or fish, in accordance with the applicable legislation.

The following points of interest include: the Conventinho do Bom Jesus de Valverde and Quinta do Paço de Valverde; the Valverde river and the Barrocal dam; Roman ruins of Tourega; Mithra's milestone; large tapir of Zambujeiro; ruins of the Giraldo Castle; Cromlech and Menhir of Almendres; S. Brissos tapir; Escoural caves.

**Évora** – The entire historic center stands out, in particular the Temple of Diana, Cathedral, Eugénio de Almeida Foundation, Museum and Public Library, Church of S. Francisco, public garden and palace of D. Manuel, Colégio do Espírito Santo (headquarters of the university), etc.

**Other points of interest in the region** – Alcáçovas, Viana do Alentejo, Arraiolos, Montemor-o-Novo, Estremoz, Vila Viçosa, Elvas, Monsaraz, Alqueva (dam and river beaches), Praia da Comporta, etc.

**Points of interest in Spain** – Badajoz, Mérida, Cáceres, Seville, etc.

## PRICE TABLE<sup>(1)</sup>

### ACCOMMODATION

TYPOLGY <sup>(2)</sup>	PRICE / night (per accommodation)
T1 – up to 2 people	100,00 €
T1 – up to 4 people	165,00 €
T2 – up to 4 people	185,00 €
T2 – up to 6 people	250,00 €
T3 – up to 6 people	270,00 €
T3 – up to 8 people	335,00 €
QF –up to 2 people	85,00 €

### EQUIPMENTS

BICYCLES <sup>(3)</sup>	PRICE / unit
½ day	10,00 €
1 day	15,00 €
FISHING STEEDS AND ACCESSORIES <sup>(4)</sup>	PRICE / unit
Security Deposit	15,00€
TYPICAL ALENTEJO CUISINE WORKSHOPS <sup>(5)</sup>	PRICE / session
1 session	15,00 €

### OTHER SERVICES

EVENTS	PRICE
Partial or total space reservation	On Request

ADMISSION OF ANIMALS <sup>(6)</sup>	PRICE / animal
Daily	10,00€
Security deposit	100,00€

INDIVIDUAL CLOTHING TREATMENT <sup>(7)</sup>	PRICE / unit
Small Pieces	1,00€
Medium Pieces	3,00€
Big Pieces	5,00€
Very Big Pieces	10,00€

EXTRAS	PRICE / unit
Firewood basket	5,00€
Bag of coal	5,00€
Coffee capsules	0,75€
Dishwasher tablets	1,00€
Personal protection <i>kit</i>	5,00€
Damaged dishwasher and/or equipment	On Request

CUSTOM CARE <sup>(8)</sup>	PRICE / person / day
Personal hygiene	15,00 €
Preparation and support for 1 meal <sup>(5)</sup>	25,00 €
Preparation and support for 2 meals <sup>(5)</sup>	40,00 €
Personalized 3-hour follow-up	25,00 €
Personalized 6-hour follow-up	42,00 €
Other care options	On Request

PSYCHOLOGICAL WELL-BEING ACTIVITIES	PRICE / Session
Individual support / counseling	50,00€
Individual relaxation	20,00€
Relaxation for 2 people	30,00€
Group relaxation	50,00€

## NOTES

(1) All prices include IVA at the legal rate in force

(2) Includes: breakfast; 1 travel cot (children up to 2 years old); soap and shampoo/shower gel; access to TV and internet; unlimited consumption of water and electricity, as long as it is related to the stay.

(3) Includes adult helmet and tool kit, subject to availability; group discounts (3 to 5 people - 10%; 6 to 8 people - 20%)

(4) Does not include bait; security deposit withheld in case of damage or loss of material

(5) Does not include ingredients necessary for the preparation of meals, other than those that can be collected in the garden (6) Includes pet friendly kit; security deposit withheld in case of damage to space and/or equipment

(7) Small: underwear, scarves; medium: t-shirts, sweats, children's clothes, ties; large: shirts, skirts, pants, small coats; very large: jackets, large coats, capes

(8) Service exclusively aimed at people with limited functional autonomy

## EQUIPMENT AND HOUSEHOLD UTENSILS INVENTORY

TYPE OF EQUIPMENT	UNIT PRICE	Nº OF PARTS / ACCOMMODATION		
		T1	T2	T3
Large pot	40,00€	1	1	1
Medium pot	35,00€	1	1	1
Small pot	20,00€	1	1	1
Pot with handle	20,00€	1	1	1
Large pan	40,00€	1	1	1
Medium pan	35,00€	1	1	1
Small pan	20,00€	1	1	1
Kettle	15,00€	1	1	1
Big frying pan	20,00€	-	1	1
Medium frying pan	15,00€	2	1	1
Grill	25,00€	1	1	1
Deep large plastic case	3,00€	1	1	2
Large shallow plastic case	2,50€	1	1	1
Deep small plastic case	2,00€	1	1	1
Shallow small plastic case	1,50€	1	1	1
Citrus juicer	1,00€	1	1	1
Kitchen board	8,00€	1	1	1
Vegetable drainer	3,00€	1	1	1
Dish drainer	5,00€	1	1	1
Dish mat	4,00€	1	1	1
Sponge holder	3,00€	1	1	1
Broom	3,00€	1	1	1
Dustpan	2,00€	1	1	1
Mop	3,00€	1	1	1
Mop bucket	5,00€	1	1	1
Trash bucket	20,00€	1	1	1
Ironing board	30,00€	1	1	1
Hanger	25,00€	1	1	1
Small ladder	30,00€	1	1	1
Firewood basket	45,00€	1	-	-
Shallow dish	4,00€	6	8	10
Soup dish	4,00€	6	8	10
Dessert dish	3,00€	6	8	10
Small bowl	3,00€	6	8	10
Salad bowl	25,00€	2	2	2
Mug	4,00€	6	8	10
Cup of coffee	3,00€	6	8	10
Coffee Saucer	2,00€	6	8	10
Glass cup	5,00€	6	8	10
Plastic cup	3,50€	4	6	8
Big platter	13,00€	1	1	1



Small platter	10,00€	1	1	1
Stainless steel platter	5,00€	2	2	3
Large pyrex tray	10,00€	1	1	1
Medium pyrex tray	8,00€	1	1	1
Big tart	6,00€	1	1	1
Small tart	5,00€	1	1	1
Table spoon	2,50€	6	8	10
Dessert spoon	2,00€	6	8	10
Tea spoon	1,50€	6	8	10
Coffee spoon	1,50€	6	8	10
Table fork	2,50€	6	8	10
Dessert fork	2,00€	6	8	10
Table knife	3,00€	6	8	10
Dessert knife	2,50€	6	8	10
Shell	12,00€	1	1	1
Spatula	9,00€	1	1	1
Big spoon	9,00€	1	1	1
Spoon for spaghetti	10,00€	1	1	1
Big fork	8,00€	1	1	1
Salad tongs	8,00€	1	1	2
Large serrated knife	5,00€	1	1	1
Large kitchen knife	2,00€	1	1	1
Medium kitchen knife	2,00€	1	1	1
Small kitchen knife	2,00€	1	1	1
Kitchen scissors	5,00€	1	1	1
Corkscrew	5,00€	1	1	1
Big grater	3,00€	-	1	1
Mini grater	1,00€	1	1	1
Glass ceramic scraper	5,00€	1	1	1
Fruit basket	5,00€	1	1	1
Bread basket	1,00€	1	1	1
Pot base	1,00€	3	3	4
Table placeholders	2,00€	4	6	8
Protective tablecloth	12,00€	1	1	1
Large protective tablecloth	15,00€	1	1	2
Small protective tablecloth	10,00€	1	1	-
Kitchen towel	1,00€	2	2	2
Animal bed	20,00€	-	-	1
Animal feeder/water trough	10,00€	-	-	2
Door key	10,00€	1	1	1
Furniture	On Request			
Home appliances	On Request			
Lamps	On Request			
Decorative pieces	On Request			
Bed linen	On Request			
Terrycloth	On Request			