



Payment and Cancellation

Guests are required to show a photo ID and the credit card used for booking upon check-in.

We pre-authorize the credit card provided to guarantee the reservation.

The reservation can be canceled or modified 14 days before the arrival date, without any additional costs.

If the reservation is canceled between the 14th and the 7th day prior to arrival, the total amount of the reservation will be deposited and a voucher valid for one year will be issued to be used at a later date, subject to availability.

After this period, 100% of the total amount of the reservation will be charged.

In case of no-show or early departure, or non-acceptance of the voucher, 100% of the total amount of the reservation will be charged.

NEW CANCELLATION POLICY – COVID-19

In view of the current situation, and because Dajas Douro Valley is committed to ensuring a quality service to all customers, we make our cancellation policy more flexible if valid reasons related to Covid-19 are presented (confinement, circulation restrictions, flight cancellation, isolation or infected persons).

Thus, if the reservation is canceled only 2 days in advance, the total amount of the reservation will be deposited to be used at a later date, valid for 1 year and subject to availability.

Turismo de Portugal, in partnership with RNA Seguros de Assistência, provides travel insurance for foreign tourists who wish to visit Portugal during the pandemic

(www.portugaltravelinsurance.com).

RESERVATION DEPOSIT

You may be asked to pay a deposit in advance to guarantee the reservation, depending on the situation.

For all reservations, we pre-authorize the credit card provided to guarantee the reservation.

Refund available as per cancellation terms.

CHECK-IN & CHECK-OUT

Check-in time for the rooms is between 16:00 and 20:00.

If guests wish to arrive earlier, we recommend that they book and pay for the night before their arrival date, so that immediate room availability is ensured and that we can provide the best possible arrival experience.

Check-out is from 8 am to 11 am. After this time, an extra accommodation fee of one more night is charged.

If you choose not to book an additional night that would allow for an early arrival or late check-out, we are happy for you to enjoy our facilities while we store your luggage.

CHILDREN AND EXTRA BEDS

All children are welcome.

All cribs and extra beds are subject to availability.

REST PERIOD

Guests must respect the rest time between 00:00 and 08:00.