



# TERMS AND CONDITIONS



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## 1. Preliminary Provisions

1.1 These Terms and Conditions shall apply to any rental provision of aparthotel rooms for accommodation purposes and constitute a contractual template for bookings and define the rights and obligations of the aparthotel and the Client.

1.2 To make a booking, the Client is required to fill in the form, read and accept the provisions of the Terms and Conditions and make payment.

1.3 The Client makes the booking voluntarily. The aparthotel does not charge a booking fee.

1.4 The Terms and Conditions are valid for reservations made between 01.07.2024 and 31.08.2024 onwards.

1.5 The following terms used in the Terms and Conditions shall have the meaning established according to the following definitions:

1.5.1 Client – a natural person who is at least 18 years of age with a full legal capacity (consumer) or, in the case of a reservation made for a company, a person who, in connection with their profession or service provided to a legal person and/or an organizational unit not being a legal person and to which the law grants legal capacity, makes a reservation in their name and on their behalf (not a consumer);

1.5.2 Local Accommodation – MILESTONE Carcavelos Nova, located at Rua da Holanda 1, Urbanizacao Quinta de Sao Goncalo 2775-405 Carcavelos managed by MILESTONE MANAGEMENT SERVICES PT, UNIPESSOAL LDA located at Palácio Sottomayor, Rua Sousa Martins, n° 1, 1° esquerdo, 1069 316 Lisbon, Tax ID: 514838540, Email: [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net)

1.5.3 Online Payments – online payment methods made available to the Client by the local accommodation as part of the booking process.

1.5.4 Terms and Conditions – these Terms and Conditions.

## 2. Technical Requirements

2.1 Making a booking requires connection to the internet and an e-mail account, to which an e-mail confirming the booking (in case the reservation process is completed) or an e-mail notifying of the discontinuation of the booking (in case of non-completion of the reservation process) is sent.

2.2 For assistance or answers to any questions, please contact the aparthotel directly at: [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net)

## 3. Booking Policy

**3.1 The moment of making a booking:** A booking is considered to be made at the moment the aparthotel receives the payment confirmation by the payment gateway. Payment can be undertaken by using debit and/or credit cards.



**3.2 Changing a booking:** Clients are kindly requested to contact us at [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net) as soon as possible for any changes to their booking.

**3.3 Decline a booking:** The aparthotel reserves the right to refuse to make a booking or to change it if there are no vacant rooms in the aparthotel. In such a case, the Client will automatically receive a message to the Client's e-mail address provided during the booking process informing the Client that the booking cannot be made.

**3.4 Apartment allocation:** When you make a reservation or booking, you are booking an apartment (not a specific apartment). Each apartment is of similar size and equipment; however, interior design can be different.

**3.5 Processing of booking:** We will process your booking within 48 hours from receiving your request. Please note that your booking has not been made or verified until you receive a confirmation email from [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net).

## 4. Cancellation Policy

**4.1 Cancellation Policy:** The following rules apply regarding cancellations to refundable offer:

- If a Client cancels less than 2 days in advance, the payment is non-refundable.

In case of correct cancellation according to the rules above, i.e., cancellation request made at least 2 days in advance from the start of the booking, prepayment will be refunded the same way prepayment was done.

**4.2 No-Show Policy:** In the event of a no-show, the total booking price will be charged and is non-refundable.

**4.3 Cancellation Acknowledgment:** We only acknowledge the cancellation of a client's reservation in one way: the Client must send a cancellation request including the reservation number via email to the following address: [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net)

**4.4 Confirmation of Cancellation:** All cancellations are confirmed via email within 48 hours after the reservation has been cancelled.

## 5. Prices and Taxes

The standard booking price includes the following:

- All taxes
- Utilities (water, gas and electricity)
- Internet
- Towels and bed linen
- Cleaning before and after your stay
- At MILESTONE we are committed to be sustainable and hence, we only clean your apartment before and after your stay. If you wish any additional cleaning, it is available upon request for extra charge of 50 euros per cleaning.
- At the end of every seven days, the apartment will undergo complimentary cleaning, free of charge



- All local accommodation room amenities and facilities as mentioned on our website under [Imprint - MILESTONE Student Living](#) and in our correspondence.

## 6. Staying at the aparthotel

**6.1 Check-in time:** the Client can check in at any time from 3pm until 6 pm local time from Monday to Friday – except public holiday and weekends.

**6.2 Receiving the keys:** A key card will be provided by the front office after the full rental amount has been paid at the time of reservation. Please note that you will be charged with any costs associated with replacing the lost keys an amount of 25 euros per key.

**6.3 Prohibition on allowing the access to the room to unauthorised persons:** The Client is not entitled to allow access to its room, by any person, other than the local accommodation's staff.

**6.3 Open payments:** The full room rental amount is payable upon the booking. The check-in process will not be finalised until the full payment is received and approved.

**6.4 Contact information:** Please note that the aparthotel has the following opening times for the reception:

- Mon. 09:00 - 18:00 h
- Tues. 09:00 - 18:00 h
- Wed. 0900 - 18:00 h
- Thur. 09:00 - 18:00 h
- Fri. 09:00 - 18:00 h

Nevertheless, if you have any questions, complaints, or issues, please don't hesitate to reach out to us via email at: [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net)

**6.5 Check-out time:** The Client can check-out until 11:00 am, local time. Later check-out may be requested 48 hours prior to check-out time at: [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net) and is subject to confirmation by the Local Accommodation within 48 hours. Please note that there will be an additional late check out (after 11:00 am) fee of 50 % of the daily rate until 13:00 pm. After 1 pm full rental payment is charged according to the prices applicable on that day.

At the check-out, the Client undertakes to drop the key at the front office. If the Client has not checked out by the designated check-out time and prevents our cleaning staff from accessing the room for cleaning, a total fee indicated above will be charged to the Client's account.

**6.6 Room inspection:** Please note that a more detailed inspection of the room is usually made after the check-out, and we reserve the right to charge for any damages or breakages found before the room is occupied again. In that case the Client will be informed in 48 hours of the charges (if any) and provided the documentation regarding the damage (photocopies, protocol and estimation of the cost of repair which will be charged to the Client's account).

**6.7 Missing bed linen and towels:** Please be aware that bed linen and towels should be placed where they were originally found. The bed linen and towels are NOT gifts and should remain in the apartment. If any bed linen or towel is found to be missing upon your check-out, a supplementary fee of 200 euros will be applied to your account.



**6.8 Extending Your Stay:** After booking its stay with us, the Client can extend its stay (depending on availability) by simply letting us know before its arrival. If the Client is already staying with us and wishes to stay longer, the Client shall request it via e-mail: [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net) at least 24 hours before its check-out date. We will do our best to extend the Client stay at the local accommodation and this can include relocating you to a similar apartment if necessary.

**6.9 Additional guests in the room:** Please note that non-registered guests are allowed to stay in the local accommodation room from 9am to 18pm. If persons who are not checked in to the Client's room, stay in the aparthotel after 18pm, it means that the Client gives consent to the additional payment of such persons. The additional accommodation for each person will be charged at the current price for a two bedroom on daily rate basis.

## 7. Children Policy

The Property MILESTONE Carcavelos Nova is dedicated to maintaining a serene and upscale environment for all guests. Please be advised that we do not accommodate children and do not offer any facilities or amenities for children. This policy is strictly enforced to ensure the comfort and tranquility of our guests. We appreciate your understanding and compliance with this regulation.

## 8. Pet Policy

We strive to create a comfortable and welcoming environment for all our clients. In consideration of the varied preferences and potential allergies of our clients, we regret to inform you that pets are not allowed within the premises of the aparthotel. We understand the special bond between pets and their owners, but to ensure the highest level of service and comfort for all our clients, we maintain a no-pet policy. We appreciate your understanding and cooperation in adhering to this policy.

The exception are assistance animals for persons with visual or mobility impairments /or prior written permission. To maintain hygiene standards for guests with allergies, a mandatory cleaning service is required after each stay, free of charge.

The stay of assistance dogs for persons with visual or mobility impairments is subject to the possession and presentation at the time of accommodation of its certificate confirming the status of the assistance animal and a certificate of completion of the required veterinary vaccinations and insurance. This animal should be kept in the Client's room, but not left alone in the room if it disturbs other guests at the time. In the interest of the safety of all local accommodation's guests, an assistance dog, when outside the room, must be equipped with a leash, collar or muzzle - depending on the dog breed. Assistance dog must be walked under the care of the owner or an authorised person. Owners of assistance dogs are obliged to clean up any waste left by dogs on the premises and in the vicinity of the aparthotel. All damage to the aparthotel property or the property of other guests caused by assistance dogs will be charged to the owners.

## 9. Room Policy

We want you to have a great time when you are here. But if things get too crazy, we go by the old-school rule of 'you break it, you buy it' and property damages or missing items will be charged to your credit card at market value made by the aparthotel staff.

Pre-existing damages or room issues must be reported via e-mail: [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net) immediately after registration to avoid responsibility and potential charges. The local accommodation



allows guests, with permission, to receive occasional packages and special deliveries at the local accommodation.

We are not responsible for the safety of the packages or their contents or the storage of them.

Sing your heart out and have passionate conversation all day long, but from 10:00 pm to 8:00 am the whole aparthotel goes into hush mode for what we like to call quiet time (or sleep time). During the quiet time, you and your guests are obliged to behave in such a way as not to disturb other people in the aparthotel in any way. In case of the continuous breach of the quiet time we impose a fine in the amount of 120 euros.

It is forbidden to behave obscenely within the premises of the local accommodation (e.g. causing mischief in common areas).

## 10. Kitchen Room Policy

Please practice safe cooking habits and do not leave burners on, unattended. Please do not cook with strong smelling ingredients. Lingering smells that require room closure and deep cleans will be charged a cleaning fee of up to 80 euros. It is not allowed to cook inside the room since the local accommodation provides a common kitchen to all guests.

## 11. Liability of Clients

The Client accepts the full liability for any damage of the appliances and equipment at the local accommodation and in the room, arising from the Client's conduct or the conduct of persons visiting the Client. The local accommodation reserves the right to charge the Client's credit card for damages after its departure.

In the event of violation of these Terms and Conditions and failure to comply with the recommendations of the local accommodation's staff, the local accommodation may refuse to provide further services to the Client. Such Client is obliged to immediately pay for the existing services, to pay for any damage and to leave the local accommodation. Such Client is not entitled to a refund of the price paid for the stay. The local accommodation has a statutory right of lien on items brought into the aparthotel by the Client in the event of non-payment by the Client for services rendered.

## 12. Firearms & Offensive weapons Policy

For the safety and comfort of all our clients and staff, firearms and all types of offensive weaponry are strictly prohibited on the premises of any MILESTONE properties. This includes all types of firearms, whether openly carried or concealed. We believe in providing a secure and peaceful environment for everyone, and the presence of firearms poses unnecessary risks. We kindly request all visitors to adhere to this policy. If you have any questions or concerns, please don't hesitate to contact us [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net). The same shall apply to dangerous goods, flammable materials and explosives.

## 13. No Smoking Policy

To maintain a clean and healthy environment for all our clients and staff, MILESTONE Student Living operates as a smoke-free facility indoors. Smoking, including the use of electronic cigarettes and vaping



devices, is strictly prohibited within the aparthotel premises. In the event of a breach of the no smoking policy, the Client will be charged a fine of 120 euros gross.

However, we do provide designated smoking areas outside the local accommodation building. Clients who wish to smoke can do so in these designated outdoor areas. Please dispose of cigarette butts responsibly in the provided receptacles.

If the smoke detector is found to be deactivated by covering it up, disconnecting it or in any way affecting its functionality, the Client will be charged a fine of 120 euros gross.

In the event that a violation of the smoking ban by a Client will trigger a fire alarm, resulting in the intervention of the fire brigade, the local accommodation shall impose a penalty on the Client to cover the costs of the fire brigade intervention and evacuation costs. The local accommodation does not exclude the necessity to the need to additionally seek compensation through the courts.

## 14. Guest Safety Policy

As a part of our commitment to maintain our clients' safety, employees will not disclose the identity, room number or presence of a client to anyone other than appropriate law enforcement. This includes the taking of or delivery of messages or indirect forwarding of phone calls. It is the responsibility of Clients to communicate their presence and room number to any person they wish to receive calls or visits from.

A video surveillance system is installed in the local accommodation. The monitoring serves to improve the safety of local accommodation's guests. The surveillance data can be made available to the relevant services upon request.

For reasons of fire safety, it is prohibited to use heaters, irons and other electrical appliances, which are not part of the equipment of the local accommodation's rooms. The above does not apply to chargers and power supplies for audiovisual and computer equipment.

## 15. Lost Items and Security Policy

At MILESTONE Carcavelos Nova, we prioritise the safety and security of our clients' belongings. We understand that accidents can happen, and we are committed to assisting you in every possible way if you encounter any issues with missing items during your stay.

**15.1 Leaving Items in the Room:** We highly recommend that Clients store valuable items such as passports, cash, jewellery, and electronics within their rooms, in a responsible manner. Items kept in the rooms are subject to enhanced security measures.

**15.2 Missing Items:** In the event that you believe an item is missing from your booked room, please take the following steps:

- **Contact Us:** Report the missing item to us at [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net) as soon as you notice it. We will initiate an immediate investigation.
- **Room Inspection:** Our staff will conduct a thorough search of your room and surrounding areas to help to locate the missing item.

**15.3 Acknowledging Lost Items:** We can only acknowledge lost items if they had been stored inside your room. Items stored elsewhere are not covered by our policy.





**15.4 Client Cooperation:** To assist us in our investigation, we kindly ask that you provide all relevant information about the missing item, including a description and its approximate value.

**15.5 Items left in the room:** Personal items left in the room after the check-out may be sent back, at the Client's request, to the address indicated by the Client at his/her expense. If such instruction is not received, the local accommodation will store these items for 8 weeks and then dispose of the item.

## 16. Data Protection

The safe and responsible handling of personal data is of the utmost importance to the local accommodation.

The Client acknowledges that MILESTONE MANAGEMENT SERVICES PT, UNIPessoal LDA located at Palácio Sottomayor, Rua Sousa Martins, n° 1, 1° esquerdo, 1069 316 Lisbon, Tax ID: 514306408, Email: [shortstaynova@milestone.net](mailto:shortstaynova@milestone.net) as controller stores and processes its personal data, for the following purposes:

| Data category  | Purpose                | Legal basis  | Recipient   |
|--|------------------------|--|---|
| Identity and the contact details of the Client, such as, first and last name, title and qualifications, degrees, address, date of birth, gender, marital status, passport number, citizen card number and tax number data regarding the payments, credits, balances and arrears, as well as bank account number in the case of recovery orders | Fulfilment of Services | Contract processing  | Services of payments, document management or IT services, to the property owner and public entities as result of a legal obligation |
| Identity and contact details of the Client   | Video-surveillance     | Overriding legitimate interest for management and protection of people and property on Milestone premises (access areas) | Not applicable  |
| Identity and the contact details of the Client   | Litigation management  | Overriding legitimate interest for an efficient management of cases and  | Public entities   |



|  |   |   |                          |
|--|---|---|--------------------------|
|  |   | litigation in general   |                          |
| Identity and the contact details of the Client | Marketing by the aparthotel for its own services and products | Overriding legitimate interest for marketing of the aparthotel's own services to provide relevant information on services proposed by us that might interest the Client | Milestone operation GmbH |

Please note that the provision of the Client's personal data for contract processing is a necessary requirement for the conclusion of the contract. For this reason, failure to provide such information prevent the commencement of such a contract.

The local accommodation ensures to the Client all its personal data will be erased three years after the date of check-out and since the Client to the date does not have any debts or judicial disputes, with or against, the local accommodation without prejudice of data that shall be kept due to legal obligations. Monitoring data of the video surveillance is stored for 14 days from the date of image registration.

Further information about the handling of the Client's data can be found in Privacy Policy on the Platform

Your data will not be transferred to any third countries.

You have a right of access to your personal data from the controller, as well as a right to rectification, erasure, restriction of processing, a right to object to processing and a right to data portability. You can exercise your rights via e-mail to [management@milestone.net](mailto:management@milestone.net). If you are of the opinion that the processing of your personal data by the controller violates the applicable data protection law, you have the right to lodge a complaint with the data protection authority.

## 17. Governing Law and Disputes

These Terms and Conditions shall be governed by and construed according with Portuguese Law.

Any disputes arising out of or in connection with this contract shall be settled by the courts of Lisbon, Portugal.