

General Terms & Conditions

In order to make your stay as pleasant as possible, WINDTOWN POUSADA LTDA/WINDTOWN BOARD TRAVEL (hereinafter called 'Management') requests your co-operation in observing the following as an agreement between the Management and Guest:

1. Tariff

The tariff is for the room, including breakfast and daily cleaning service. Meals and other services are available at extra cost. To know your room tariff, please contact the Booking Manager. Guest registration forms must be signed on arrivals.

Different promotions can't be combined with each other!

2. Settlement of bills

Bills must be settled on presentation. Personal cheque and credit and debit cards are not accepted.

3. Cancellation policy

Last minute cancellations (30 days or less prior to the day of arrival) are not possible. In this case, we reserve the right to charge the whole amount. If the cancellation is received 30 days to 60 days before the reserved arrival date, we charge a 50% cancellation fee. If the cancellation is received 60 days or more before your scheduled arrival we will refund the money you have sent minus 20% for administration costs. If you don't show up or you leave earlier during your stay, the reserved nights that are not spent will not be refunded.

4. Default in payment of dues

In the case of default in payment of dues by a Guest, the management shall have the right to take the luggage and belongings of the Guest, and be entitled to sell or auction such property at any time without reference to the guest.

5. Arrival

Check in time is after 3:00 p.m. Please inform the Booking manager if you wish to arrive before. Depending on the availability, it will be possible to already use your room.

6. Departure

Check out time is before 12:00 p.m. Please inform the reception if you wish to retain your room beyond this time. Extension will be given depending on the availability. If the room is available, normal tariff will be charged. On failure of the guest to vacate the room on time, the management shall have the right to remove the Guest and his/her belongings from the room.

7. Luggage and kite material storage

Subject to availability of the storage space, the guest can store luggage at the reception, at the guest's sole risk as to loss or damage from any cause.

Kite material can be stored in the kite storage room, free of costs, at the guest's sole risk as to loss or damage from any cause.

8. Guest's belongings

Guests are particularly requested to lock the door of their rooms when going out or going to bed. For the convenience of the Guest, safety lockers are provided in the room to store any valuables. The Management will not in any way whatsoever be responsible for any loss or damage to the Guest's belongings or any other property from either the hotel room or the locker or any other part of the hotel for any cause whatsoever including theft of pilferage.

9. Pets

Pets are not allowed.

10. Hazardous goods

Bringing goods of a combustible or hazardous nature and/or prohibited goods and/or goods of objectionable nature is prohibited. The Guest shall be solely liable and responsible to the Management, other guests, visitors, and servants for all loss, financial or otherwise, and damage that may be caused by such articles or as a result of the Guests' own negligence and non-observance of any instructions.

11. Injuries, disability, or death, or damages or loss of belongings

Management, employees and instructors of WINDTOWN POUSSADA LTDA / WINDTOWN BOARD TRAVEL are RELEASED AND DISCHARGED from any and all liability, claims, demands, or causes of action that Guest may have for injuries, disability, or death, or damages or loss of belongings during their stay at the hotel or participation of their activities, including, but not limited to, losses caused by the negligence of the released parties.

12. Damage to property

The Guest will be held responsible for any loss or damage to the hotel property caused by themselves, their guests or any person for whom they are responsible.

13. Managements' rights

It is agreed that the Guest will conduct him/herself in a respectable manner and will not cause any nuisance or annoyance within the hotel premises. The Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith, without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. The Management has the right to remove the Guest luggage and belongings from the room occupied by him/her.

14. Relation between Management and Guest

Nothing herein above shall continue or be deemed to constitute, or create any tenancy or sub-tenancy, or any other right to interact in the hotel premises or any part of portion thereof, in favor of any Guest or resident or visitor, and the Management shall always be deemed to be in full and absolute possession of the whole of the hotel premises.

15. Government rules and regulations and application of laws

Guest are requested to observe, abide by confirm to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

16. Hotel rules

The Guest declares that he/she has read the hotel rules and that he/she fully respects them.

THE MANAGEMENT RESERVES TO ITSELF THE RIGHT TO ADD TO, OR ALTER OR AMEND ANY OF THE ABOVE TERMS, CONDITIONS AND RULES WHICH ARE A PART AND AN ABSTRACT OF THE LODGING ACT.