



TERMS AND CONDITIONS

Checking in and Checking out

Checking in and checking out times will be previously arranged with the guest.

Confirmed Reservations

The reservation of any lodging will only be considered as a confirmed reservation after the payment of 40% of the total cost of the stay.

This payment must be done by bank transfer. The remaining 60% will be paid when you check in.

Cancelling

Once the reservation is confirmed, it is considered cancelling when the guest decides to reduce the number of nights or quits the accommodation altogether. Cancelling confirmed reservations has specific conditions:

It must be done 30 days before the checking in date – refund of 40% of the payment of the confirmed reservations.

When done less than 30 days before the checking in date, there is no refund.

Breakfast

Breakfast is not included. However, all houses are equipped for the preparation of this meal by the guests.

Cleaning, towels and bed clothes

Every Wednesday the houses are cleaned and bed clothes are changed. Towels will always be at your disposal in the lodgings.

Included services

TV

Animals are not allowed

Transfer:

The Okeano team provides the transfer of its guests from the place of arrival to the check in, or from the lodging to the place of departure whenever necessary. You should select the Transfer option during the reservation process and refer if you need it for your Arrival, Departure or Both, and how you will get to the arrival and departure location (Plane, Boat – Madalena Harbour; Boat – São Roque Harbour). This service will cost some extra 45€ adding to your reservation cost.



Cribs

The Okeano team has this option available in your reservation, so that you and your children may be comfortable. This option does not involve any extra cost.

Scooters

During the reservation process you can choose to include the option of renting a scooter, if these vehicles are available. The Okeano team has two scooters. The rental of one of these vehicles involves an extra cost of 15€ per day. The confirmation for these vehicles will be dependent on the presentation of a valid driver's license.

Bicycles

During the reservation process you can choose to rent bicycles, as long as the vehicles are available. The Okeano team has 4 bicycles. The rental of one of these vehicles involves an extra cost of 10€ per day. Our bicycles are prepared for some adventurous rides, whether it is an all terrain ride or simply a ride in a road near small towns.

Damage

The company will decide whether to charge possible damage done during the stay or the usage of reserved equipments.

Complaints book

The Okeano company has a complaints book available for all guests. This book is in the enterprises' headquarters in:

Okeano Azores
Estrada Regional Ponta Rasa nº1 - São João
9930-456
Lajes do Pico Açores

In case you are not able to locate this address, check the contacts for the Okeano team in the official site (www.okeanoazores.com).

General conditions

A Confirmed Reservation implies the acceptance of these regulations by the guests.

Okeano assumes that all its guests will enjoy their stay in a respectful manner.

The Okeano team wishes all a pleasant stay.

