

Welcome!

For your own comfort and security, as well as that of the other guests, we ask you to please read carefully and follow our **HOUSE RULES**.

**Check-in:** after 2pm.

**Check-out:** by 11.30am.

Guests are welcome to stay in the common areas of the Pousada outside these hours if necessary.

* **VOLTAGE:** 220V
* **AIR-CONDITIONER:** The air-conditioner should only be used with the windows completely shut. Please turn-off the air-conditioner when you leave your apartment. Failure to observe this rule will attract a penalty of R$30 per day.
* **KEY:** Please leave the key at reception when you leave the pousada. A lost key means we have to get a locksmith from the mainland. We charge R$180 for a lost key.
* **TOILET PAPER:** Please do not throw toilet paper (or any other objects) in the toilet bowel. This causes blockages and is a most disagreeable problem.
* **ELECTRIC SHOWER:**
* **BREAKFAST** (8-11AM): Breakfast is served individually, directly to your table. The pousada does not have a breakfast buffet. The pousada does not serve breakfast before or after the allotted time.
* **PETS:** Pets of any size are not permitted in the pousada. But we love and respect animals, including our native marmosets that come to visit. You may be lucky enough to see them during breakfast.
* **SWIMMING POOL:**
	+ The pool is open from 7.30am – 8pm.
	+ It’s important to shower before entering the pool, because the water is treated with salt, and sweat and/or sand alter the ph. There’s a shower and towels by the pool, so you don’t need to use your room towel.
	+ It’s prohibited to:
		- Enter the pool with suntan cream or any other oily solution.
		- Use glassware in the pool area.
		- Consume food and drink in the pool.
		- Consume drinks acquired outside the pousada in the pool area.
		- Let children swim unsupervised by an adult.
		- Use sound systems, as it may disturb other guests.
* **ROOM CLEANING:** The rooms are cleaned and made-up each morning before 12.00. After this, the service is unavailable. If you prefer to stay late in your room, please have a chat with reception to organize your clean.
* **INTERNET:** The internet is free and accessible everywhere in the pousada (including your room) using the password given to you at check-in.
* **CIGARETTES, PIPES OR CIGARS:** All rooms in the pousada are non-smoking. Please smoke in the external areas only, using the ashtrays provided. If you smoke inside your room you will be charged R$50.
* **RULES OF BEHAVIOUR:** All guests should expect peace, harmony and respect in our pousada. In cases of drunkenness, violent attitudes or any other anti-social behaviour that is against our policy, the pousada reserves the right to cancel your stay and request help from the police when necessary.
* **SOUND SYSTEMS & INSTRUMENTS:** It’s not permitted to use sound systems, sing loudly or drum in the common areas of the pousada, please also be mindful of the level of your sound system near your room, like on the veranda, garden or swimming pool. Please avoid playing loud music between 11pm and 8am so as not to disturb other guests.
* **CANCELLATION OF RESERVATION:** The pousada reserves the right to cancel the reservation of any guest who severely disrepects these house rules. This includes any guests who are drunk or drugged who provoke any kind of tension, including physical aggression, inside the pousada and its grounds.
* **BREAKAGES & DAMAGES:** Any objects damaged or broken by the guest should be paid for at check-out. The value will be determined by the pousada.
* **SHEETS & TOWELS:** For ecological reasons, our bedsheets are changed every 3 days. Towels are dried daily and changed every 2 days. If you prefer to have them changed daily, please ask at reception. You will be charged an extra R$10 per item. In case of stains (wine, hair dye, makeup etc.) you will be charged laundry fees. Bath mats should only be used after your shower. Please avoid standing on them with your shoes or using them as a cleaning cloth. If you need one, please ask us.
* **LAUNDRY:** It’s prohibited to iron clothes inside the room. Please ask reception.
* **SECURITY:** For your security, the common areas of the pousada are monitored by CCTV. The pousada is not responsible for valuables left in the rooms. We recommend you keep valuable objects in the room safe or leave them with reception. In case we need to open your safe in an emergency, there will be a R$250 charge.
* **MINIBAR:** Our minibar is refilled daily. We don’t accept returns of the items consumed.

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| MINIBAR PRICES |
| Chocolate ………...…..……………. | R$ 1,50 |
| Juice ………………………..…….... | R$ 2,50 |
| Mineral Water with or without gas... | R$ 4,00 |
| Soft Drink ……..……..................... | R$ 5,00 |
| Beer ……….…...………………….. | R$ 6,00 |

**Thanks for choosing us. Enjoy your stay!**