



House Rules and Useful Information

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1.- Booking conditions

Reservations are only accepted after payment of a deposit.

The signal is in principle 30% of the reservation value.

- If the reservation is for all spaces of Quinta, the signal will be 50%.

For our security and also the client, all payments must be made by bank transfer.

The full payment of the reservation has to be made at least 7 working days before the check-in.

Booking cancellation will only be accepted in cases of force majeure.

Payments made should be used, preferably, in other reservations or other dates.

Cancellations less than 90 days before the date of entry are not accepted.

- If the reservation is for more than one Quinta space, this time increases to 180 days.

The security deposit against damages should be paid preferably along with the last payment; exceptionally, payment in cash and on arrival may be accepted.

This deposit is € 150 for stays of less than 3 days and € 250 for longer stays.

- If the reservation is for more than one Quinta's space, this value increases to a minimum value of 450 €.

If there are no damages, the return of this deposit is made during the week following the departure date, by bank transfer.

It is only allowed the permanence of the number of persons contained in the reservation made.

Confirm that the number of adults, adolescents and children up to 2 years of age is correct.

The visit or stay of any guest must be authorized in advance, generally having an additional cost.

Standard arrival time for guests is from 4 pm to 7 pm.

An arrival time after this period has a surcharge:

- From 8 pm to 10 pm, it costs 40 €.
- After 10 pm, it costs 120 €.

Pets are not allowed.

Smoking is prohibited in holiday homes.

2.- Safety of people and goods

Caring for children or adolescents:

- There are loose animals in the farm and electrified fences;
 - Whenever you open a gate on the farm, be sure to leave it closed.
- The outer doors of the Casa de Luou are heavy and can cause damage if used without care

For security reasons, if you wish to lock the room from the inside, please remember to remove the key from the lock, in order to allow access from the outside in case of an emergency.

Thank you for avoiding damaging the furniture, keeping them where you found them.

The furniture and floor are waxed, so you should avoid scratching them.

Use appropriate bases and brackets before place on furniture:

- Glasses wet or with ice, and
- Hot trays or pots.

3.- Internal use of houses

The normal rental of houses is in self-catering mode, and the client must purchase all the food and cleaning and personal hygiene materials he needs.

Only dishwasher detergent is supplied, and minimum personal hygiene items are placed in the toilet.

The requested supply of more washed clothes (bed or bath), cleaning materials, personal hygiene or food will have an additional cost.

If required, you can use a laundry washing machine. Each wash has a surcharge of 5 €.

If you wish, you can request breakfast (€ 18 per person per day), a daily cleaning (€ 15 per hour), meals (lunch or dinner with menus € 35 or € 40) or heating (variable amount depending on the number of days of stay and the apartment in use).

Hot water:

- To avoid wasting energy, immediate hot water is available most of the day, from 7am to 11pm.
- Outside this period, hot water may take some time to reach the faucet.

Most of the existing equipment consists of 12 units (cups, plates, cutlery, etc.).

On the ground floor of the House of Luou this number is in some cases 15 units.

In order to prevent subsequent customers from not having equipment faults, I thank you to inform us of any breakages that may have occurred.

Under the kitchen hood of Casa do Tanque, there are two drawers on the right side.

Inside the top drawer, there is another smaller drawer where the cutlery is.

Coffee machines use paper pads or powdered coffee, whose dregs are reused as fertilizer.

There is a hair dryer in each apartment:

- Casa do Tanque: blue bathroom of the double room
- Casa de Luou - 1st floor: bathroom of the double room without arch
- Casa de Luou - R / C: first bathroom in the pool entrance hall

Thank you for leaving it where you found it.

After several exchanges of hairdryers by customers, taking the new ones and leaving the old ones, we decided to have a new spare hairdryer available for you to request upon arrival.

4.- Outdoor and pool use

The pool is “unguarded”, has a lifebuoy and has a maximum depth of 2 meters.

The pool is cleaned weekly, on Friday morning, and the water treatment is done with chlorine.

For safety, it is not allowed to make dives.

Pool towels:

- If you need towels for the pool, thank you for requesting them.
 - It has a cost of 5 € / unit that should be paid to whoever hand you the towels.
- I am grateful that white towels are not used in the pool.
 - For its misuse will be charged 25 € / unit of the deposit received.

There is automatic exterior lighting, which switches on at dusk and off at 1am in summer time or midnight in winter time.

The plastic material (glasses, bottle and bowls) is most suitable for outdoor use.

However these materials should not be placed in the washing machine because they are damaged. Thank you for washing them by hand.

Quinta de Luou has two gates:

- The west gate should be used for entrance to Quinta,
- The north gate must be used for leaving the Quinta, and
- Always leave your car in a place that allows others to pass.

5.- Environmental policy

Inside the houses of Quinta de Luou we implemented the following measures:

- There is a container only for the food waste that is used to feed the birds in the farm.
- There is a container for the coffee grounds that is reused for fertilizing trees and vegetable gardens. It is possible to recycle products, with a collection point in the square of the fair of Gandra.
- The water is heated using solar panels.
- Due to the hot water tank being removed from the houses, in the hours of less use (at night) the recirculation of the hot water is stopped so as not to waste energy.
- The exterior lighting is switched on automatically and turns off at around one o'clock in the morning.
- The houses are cooled by wooden shutters that must be closed during the heat of the day.
- The heating of the houses is partially done with firewood from the farm itself.

At Quinta de Luou we implemented the following measures:

- The roads with the greatest circulation of vehicles are being prepared to eliminate soil erosion and allow the capture of rainwater.
- In several points of the Quinta, there are deposits and reservoirs of water from mines and rainwater for use in irrigation, mostly by the use of gravity.
- Lawn mowing is used to feed the chickens, ducks and geese in the Quinta, whose meat and eggs are available for sale to tourists staying at the Quinta.
- The farm has cows and sheep that are used for cleaning and fertilizing fields.
- When sheep are used in the vineyards, they reduce the use of herbicides and fertilizers.
- The manure produced by the animals is reused in the fertilization of fruit trees and in the vegetable garden, whose products are available for sale to tourists installed at the Quinta.

Garbage:

- Thank you for the garbage being placed in the containers to the left of the exit through the north gate, after the 2nd turn;
 - Whenever garbage is not placed in the containers, 35 € will be charged for the deposit received.
- If you want to separate the garbage, there are recycling bins on the fairground at Gandra.

To purchase Quinta products you can do it in two ways:

- Fill out the respective form, deliver it to one of the Quinta's employees and pay the person who will deliver the products.
- If you take produce from the garden or trees, because you have missed it, thank you for paying it to any employee or leave the money on the kitchen table with the completed form.

6.- Contacts and internet

The internet signal has several repeaters so you should choose the one that is getting better reception wherever you are. All have the same password: **luou2020**.

On our website - www.luou.pt – you have the necessary information about restaurants, activities and places to visit. If you need any other information, thank you for contacting me.

- Filipe Reymão: +351 962749457
- Luisa Reymão: +351 967087318
- Lurdes Viana: + 351 920014117
- Pedro Pinto: +351 968453451
- Fernando Gomes: +351 927111926

7.- Evaluation, suggestions and complaints

At the end of your stay, please fill in the “Customer Satisfaction Survey”, where you can make your assessment, suggestions for improvement and any complaints.

You also have an electronic complaints book at your disposal.

To use it, access: <https://www.livroreclamacoes.pt/inicio>.

I wish you a good stay!