

# A SOCIEDADE RURAL

## *Terms, Conditions & Policies*

These Terms and Conditions govern all contracts, reservations, bookings and agreements for accommodation, events, workshops, dining, and use of all services of **A Sociedade Rural** (hereinafter “**ASR**”), a brand owned and managed by **SAV Sociedade Azeitona Verde Lda** (hereinafter the “**Company**”), registered with **RNET 12884**, classified TER (Agroturismo), Tax Identification Number (**NIF**) **509 709 915**, located at **Quinta da Azeitona Verde, Pasmal, Marvão 7330-069, Portugal**. These terms apply to all clients (hereinafter the “**Client**”) and are subject to Portuguese law.

### .1. Contract

The Contract constitutes the entire agreement between the parties, supersedes any prior agreement or understanding and may not be amended except in writing between the parties. All other terms, whether expressed or implied by statute or otherwise, are excluded to the extent permitted by law. No failure or delay by either party in exercising its rights under the Contract shall be deemed a waiver of that right, and no waiver by either party of any breach of the Contract by the other shall be deemed a waiver of any subsequent breach of the same or any other provision. Portuguese law applies to the Contract and the parties agree to submit to the non-exclusive jurisdiction of the Portuguese courts. In the event of any discrepancy between language versions, the Portuguese version shall prevail.

### .2. Service Provision

ASR will provide the Client with the services covered by the Contract. The Client shall, in turn, provide ASR with all data or other information related to the services, within the timeframe required by ASR to enable it to provide the services in accordance with the Contract. The Client shall ensure the accuracy of all information. ASR may, at any time and without notice to the Client, make any changes to the services that are necessary to comply with any safety requirement or other statutory requirement, or which do not materially affect the nature or quality of the services.

### .3. Booking and Payment Policies

#### 1) General terms

- **Transparency:** Cancellation conditions are presented during the booking process and are included in the booking confirmation email and in ASR’s Terms and Conditions ([www.asociedaderural.com](http://www.asociedaderural.com)).
- **Consent:** The Client acknowledges that, under Article 16(l) of **Directive 2011/83/EU**, specifically **Decree-Law 24/2014, Art. 17(m)**, the 14-day right of withdrawal does **not** apply to

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accommodation/services for a specific date.

- **Changes:** Changes to reservations (e.g., dates, room type) are available only for **flexible rates**; changes are **not** available for **non-refundable** rates and are subject to availability and may incur rate adjustments or fees. Contact **reservations@asociadaderural.com** to request changes.

## 2) Booking Process and Confirmation

Once ASR confirms a booking, the Agreement becomes effective only when the Client provides valid credit card details and authorises charges in accordance with the booking rates and terms and conditions. All bookings must be confirmed by ASR via the **Reservation Confirmation** email. Bookings can be made through our reservation page on our website via the **RoomRaccoon** platform (<https://app.roomraccoon.com/>). If the Client fails to provide these details and authorisations, the Contract will be terminated and ASR may release the reserved services for rebooking without notifying the Client.

## 3) Payment Conditions

Payments to the Company to be made by the Client (including deposits) shall be made on the calculated date(s) and amounts. If any services under the Contract are changed before arrival, the payment made will reflect these changes to the services as described by ASR. Any additional charges for services due to ASR by the Client will be paid by the Client upon presentation of an invoice. For accommodation bookings made at the advance purchase rate, the full amount will be charged at the time of booking. This payment is non-refundable in the event of any change or cancellation.

For **non-refundable (advance purchase)** rates, full payment is required at the time of booking. Other rates may require a **deposit** at the time of booking, followed by the outstanding balance prior to check-in, as indicated during the booking process.

Payments may be processed during the booking process (for non-refundable rates or those with a deposit) or prior to arrival, depending on the selected rate and its specific terms and conditions. The booking process may require prepayment or a **pre-authorisation** on your card. ASR accepts major credit and debit cards.

**Cash payments are not accepted.**

## 4) Additional Charges

Charges for additional services must be paid directly to ASR at **check-out**.

## 5) Currency

Rates are quoted in **euros (€)**. Non-euro transactions may incur bank fees, which are the Client's responsibility.

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## 6) Rate Types and Cancellation Policy

### Non-Refundable Rate

- **Payment:** Full payment (100%) is required at the time of booking.
- **Cancellation:** No refunds, credits, or transfers are granted in case of cancellations, no-shows, or early departures, regardless of reason.
- For non-refundable and non-transferable rates, upon confirmation of the booking, the guest acknowledges that, under Article 16(l) of Directive 2011/83/EU, specifically Decree-Law 24/2014, Art. 17(m), the 14-day right of withdrawal does not apply to accommodation/services for a specific date.

### Flexible Rate

- A **deposit** is required during the booking process, with the amount indicated during booking. The deposit is **non-refundable** after booking confirmation.
- The **remaining balance** is due before arrival as indicated during the booking process. ASR will automatically charge the outstanding balance to the registered credit/debit card and notify the guest.

## 7) Pricing

Our rates are dynamic and may change at any time; please check our online booking for up-to-date prices. For groups and events, please contact us for a **personalised quote** based on required services and needs. For extended stays beyond **14 days**, please contact ASR at [reservations@asociadaderural.com](mailto:reservations@asociadaderural.com) for a personalised quote; note that for stays longer than two weeks ASR may require an **additional security deposit**, which may be refunded in full, in part, or not at all based on any specific damage to the property; such details will be communicated during the personalised quotation.

## 8) Cancellation Policy

A reservation may be cancelled if the Client sends a **cancellation request by email** before the date on which the remaining payment falls due; however, the **deposit is non-refundable and non-transferable**.

**Cancellation Number:** Upon cancellation, ASR issues a cancellation number for reference in communications.

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## 9) Group and Event Bookings

For group and event bookings, the Client must contact ASR at [reservations@asociadaderural.com](mailto:reservations@asociadaderural.com) so that a proposal can be prepared and presented according to the Client's requirements.

A **deposit** is required at the time of booking (amount indicated in the quotation); the deposit is **non-refundable** after confirmation.

The **remaining balance** is due before the start of the event, under the conditions agreed in writing between ASR and the Guest during the booking process.

## 10) No-Show

In case of a **no-show**, the total amount of the reservation is **non-refundable and non-transferable**.

## 11) Cancellation after Arrival

Cancellations after arrival or check-in, as well as early departures for any reason, will incur the **full booking amount** at the agreed price, with no refunds, partial refunds, or credits for future bookings.

## 12) Accepted Payment Methods

ASR reserves the right to **pre-authorise cards up to 20%** of the total cost of the stay at check-in for potential incidental charges or damages incurred during the stay. The pre-authorized amount will be released a few days after check-out, in full, in part, or not at all, after a final verification of the amount to be charged.

## 13) Minimum Stay

The minimum stay is **2 nights**.

## 14) Extra Beds and Cots

- Extra beds **cannot** be provided.
- Cots for children **cannot** be provided.

## 15) Breakfast Included

The booking price **includes breakfast**.

## 4. Check-In and Check-Out

### Arrival Notice

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The Client must inform ASR in advance of their expected arrival time.

## Check-In / Check-Out Times

- **Check-in:** 16:00–19:00
- **Check-out:** before 11:00

It is recommended that you call ASR if you plan to check in earlier. **Early check-in** or **late check-out** may incur additional charges. Please notify ASR if you plan to check in early or check out late. Failure to comply with check-in and check-out times may result in an additional charge of **50% of the daily room rate**.

## Late Check-In Process

Arrivals after **19:00** require prior notification.

## Identification

The Client must present a **photo ID** and a **valid credit or debit card** at check-in for verification and to cover incidental charges.

## 5. Accommodation and Facilities

### Accommodation Types

ASR offers:

#### **Casa Esteva – 240 m<sup>2</sup>**

Consists of two rooms, which can be booked independently.

- **Room 1 – 110 m<sup>2</sup>**
  - King-size bed
  - Luxurious bathroom with shower and bathtub
  - Exclusive living room
  - Exclusive equipped kitchen with A++ AEG appliances**
  - Private terrace of 24 m<sup>2</sup>**
  - Dedicated enclosed fireplace in the room and in the living room
- **Room 2 – 110 m<sup>2</sup>**
  - King-size bed

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Luxurious bathroom with shower and bathtub

Exclusive living room

Exclusive office with small fridge

**Private terrace of 24 m<sup>2</sup>**

Dedicated enclosed fireplace in the room and in the living room

## **Casa Oliveira – 160 m<sup>2</sup>**

Consists of two rooms – this property can **only** be booked as a whole; individual rooms may **not** be booked independently.

Each room features a **queen-size** bed and a **private bathroom with bathtub**.

Living room

**Equipped kitchen with A++ AEG appliances**

The living room and kitchen are for the **exclusive use** of both rooms; rooms cannot be booked independently by different reservations.

## **Casa Rosmarinho – 285 m<sup>2</sup>**

The accommodation consists of **three rooms with private bathrooms** – one **Super Deluxe** room and two **Deluxe** rooms.

Each room features a **queen-size** bed and a **private bathroom with shower**.

Rooms can be booked independently; however, guests share the **common areas** of Casa Rosmarinho.

Living room

Reading room with enclosed fireplace

Front office – Reception area; this is an administrative area used by ASR staff.

**SPA room** – reserved for SPA treatments only, which must be booked in advance.

**Kitchen use is limited – please contact ASR before using it.**

## **Amenities (all rooms/guest houses offer the following)**

- **Free Wi-Fi**
- All rooms and guest houses are **non-smoking**
- Smoking is allowed in **designated outdoor areas** where ashtrays are provided.

## **Bathroom**

Towels • Bath or shower • Private bathroom • Toilet • **Homemade soap or gel from our organic olive oil** •

Hairdryer

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## Bedroom

Wardrobe or closet • Air conditioning • **USB socket** • **Pool towels available during spring/summer season**

## Living rooms

A/C (hot/cold) • **Enclosed fireplace** (each living room has its own) • Free Wi-Fi • Books, magazines and games • **One Bluetooth speaker per living room** in each guest house

## Media & Technology

Streaming services (such as Netflix) are available via existing Wi-Fi, but the Client must log in to their own streaming accounts.

## Internet

Wi-Fi is available in the rooms and is free of charge.

## 6. Housekeeping Service

### Room cleaning

Housekeeping is provided **once per day, free of charge**, for all rooms if the rooms are available for cleaning (no guests inside), with service provided **until 14:00**.

Room towels can be changed upon the Client's request.

### Kitchen cleaning

**Specifically for Casa Oliveira and Casa Esteva:** if the house kitchen has been used to prepare meals, the kitchen will be cleaned each time it is used and a **daily fee of €35 + VAT** will be added to the guest's bill.

**Note:** use of the kitchen in **Casa Rosmarinho** is **not available** to the Client.

## 7. Restricted Access

The Client has **no access** to areas marked as **private**, including technical areas such as the **professional kitchen** in shared areas, or **laundry areas**.

## 8. Food & Drink

A full, self-service **buffet breakfast** is served between **08:30 and 10:30** in the shared area, "**A Cozinha**."

**Lunch and dinner** are available if meals have been **reserved in advance** before check-in and are charged separately. Meals are only considered booked after the Client has received a **meal reservation confirmation email**. If you wish to change your meal reservation, you must do so **at least 24 hours** before the scheduled service, subject to availability and confirmation by the kitchen. Reserved meals may be paid when served or added to your final account.

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## Meal reservation cancellation

The Client may cancel meal reservations by giving **written notice** to ASR **at least 48 hours** in advance.

**Special diet menus** are available upon request and must be planned **before arrival**.

**Honesty bars** are available in certain common areas and are available to any Client **aged 20 or over** (ID may be requested).

## 9. Shared Facilities

**Heated swimming pool** (heated to a comfortable temperature from **May to September**)

- 15 metres in length
- Jacuzzi-type air jets available
- Sunbeds and parasols available
- Outdoor chairs
- Available to **Clients only** from **May to September, weather-permitting**
- The pool is **unsupervised**

## Sauna

- Sauna (by prior booking)

## Outdoors

- Designated walking trails with seating areas at specific locations allow you to enjoy the view and experience nature. For guest safety, when outdoors, **please remain on designated trails and do not wander beyond them.**

## “A Cozinha”

“A Cozinha” is a **common social area** providing:

- Sitting area
- Indoor and outdoor dining area
- Veranda
- Rooftop
- Honesty bar
- WC

A **veranda** with capacity for **50 people** is available, where meals may be served, **weather-permitting**.

“A Cozinha”, in addition to being a social area, also has a **professional kitchen** that prepares meals, including breakfast, lunch and dinner. Breakfast is available and **included free of charge** as part of your booking. Lunch

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and dinner are available upon request and must be planned in advance, for an additional cost.

## Hours:

- Opening: **08:30**
- Lunch: **12:30–14:30**
- Dinner: **19:30–21:00**
- Closing: **23:00**

## .10. Other Services

### Parking

Free private parking is available on site (**no reservation needed**). The parking area is outdoors, within the farm premises, but is **not monitored, guarded or equipped** for vehicle storage – it is solely for access to the accommodations. ASR is **not responsible** for the loss or theft of such items or for any damage to the vehicle during your stay.

### Entertainment

Books, magazines and **board games** are available in the common areas, in the houses' living rooms and in the social area.

### Cleaning services

Ironing service (upon request and at an additional charge).

Laundry (upon request and at an additional charge). Please note that we **do not** offer dry-cleaning.

### Business facilities

Photocopying, printing, scanning (**additional charge** beyond 5 pages).

### Safety & security

Fire extinguishers.

Fire alarms with smoke detectors are available in all guest houses and indoor common areas.

Fire blanket near the kitchens.

### Accessibility

Due to the rural nature of our property and its location within a protected national park, accessibility is limited. The terrain includes uneven trails and steps, and **no rooms** are equipped with wheelchair-accessible facilities. Please contact us at [reservations@asociedaderural.com](mailto:reservations@asociedaderural.com) to discuss your specific needs before booking.

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## 11. Children

ASR is intended **only** for an **adult audience aged 20 and over**.

## 12. Client Responsibility, Property Rules

Check-in and check-out times at ASR are **16:00** and **11:00**, respectively.

The Client is responsible for their conduct and that of their guests at ASR and, in particular, for the orderly behaviour of guests attending any event or staying at ASR, as well as for any other use of the services. The Client shall ensure that no noise or nuisance is caused to ASR or its other guests and customers. The Client will comply with any reasonable request by the Hotel and with ASR policies concerning the application of its services, which may be changed from time to time.

The Client must comply with ASR's reasonable requests and policies, which may be updated periodically.

### 1) Damage Policy

The Client is responsible for any damages caused during their stay, and costs will be charged accordingly.

### 2) Right of Admission

ASR reserves the right to refuse admission or expel the Client or their guests for disruptive behaviour, with possible involvement of the authorities.

### 3) Compliance with terms and conditions

Failure to comply with the Terms of Use, or any behaviour deemed disruptive to ASR's operations or to other Clients, will require **immediate departure**, without prejudice to liability, including potential involvement of the police.

### 4) Responsibility for room/house use, safe and outstanding charges

The Client understands that their signature on the registration card constitutes authorisation to use the registered credit card to pay for current and future stays. This does not exempt them from responsibility for the bill presented during their stay. The Client also acknowledges personal liability in the event of full or partial non-payment of these expenses by any person, company or third party indicated. ASR is not responsible for money, jewellery or other valuables that may have been lost, stolen or left in public areas, general access areas, private vehicles or houses. Please note that ASR

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is **not a hotel**, but an **agrotourism** property with other clients staying simultaneously. It is the Client's responsibility to ensure that their house or room is **locked** whenever they leave, even if remaining on the property. Under Portuguese legislation, the use of in-room safes does **not** imply any civil liability for ASR.

## 5) Pool Rules

- a. Use of the pool and pool area is **restricted to guests**.
- b. The pool is **unsupervised**; there is no lifeguard present; guests must follow the instructions clearly displayed at the pool.
- c. Pool depth ranges from **150 cm to 165 cm**.
- d. **Diving is prohibited** for safety reasons.
- e. **Sea salt** is used for pool treatment, with occasional use of chlorine.
- f. No entry for guests with **wounds, bleeding or contagious diseases** for hygiene and safety reasons.
- g. **Towels are mandatory** on sunbeds and are available in each room.
- h. Maintain **reasonable noise levels** to avoid disturbing other guests.
- i. Guests are invited to **shower before entering** the pool; a shower with hot and cold water is available.
- j. Note that there is **no WC** in the pool area; please use the WC in the rooms or in the social area.

## 6) Towel usage

We encourage Clients to use towels **sparingly** to save water; leave towels in the bathtub or shower to indicate they should be replaced; otherwise, they will be folded and returned to the towel racks by staff during housekeeping.

## 7) Smoking

Smoking is **prohibited** in all indoor areas. Smoking is only allowed in designated areas; smoking around the farm is **not allowed**, as it constitutes a fire hazard during the dry season.

## 8) Lost keys

If you lose your room keys, please contact and inform a staff member who will help locate them. If the keys are not found and not returned at check-out, a fee of **€60 + VAT** will be added to the final bill.

## 9) Noise

The Client must avoid making noise or disturbing others. Musical instruments, radios and amplified

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sound devices should be used at a volume that does not disturb others. Special attention is given to limiting noise between **22:00 and 08:00**. Clients are also asked to avoid noise outdoors or in shared areas.

## 10) Pets

**Pets are not allowed** on the premises, indoors or outdoors. ASR has its own **working sheepdogs**; they are territorial and will **not** accept other pets such as cats, dogs or others.

Exceptions apply to **guide/assistance dogs** for which you hold a valid certificate; please contact ASR before check-in so that appropriate arrangements can be made.

## 11) Toilets – Septic tank

Do **not** flush cigarette butts, cotton buds, tampons, sanitary towels, face wipes or any material other than toilet paper. Any other object should be placed in the bins provided. Guests will be charged for any blockages of sewage pipes and/or septic tanks up to a total amount of **€300 + VAT**.

## 12) Purchase of decorative items

If you liked any decorative item displayed in the houses, you may purchase it – just ask the price at reception.

## 13) Breakage or damage

If during the stay the Client breaks any item in the houses, please leave it visible and do not put it in the trash, and inform an ASR staff member. If the broken item is not visible for collection by ASR staff, its value will be charged.

## 14) Client Safety

Outdoors, you must remain on **designated trails** and not wander beyond them. Follow the rule of “**look but do not touch**” regarding flora and fauna; some flora may cause allergic reactions and many plants are poisonous. As for fauna, some animals or insects may bite or sting. For your own safety, keep your distance from flora and fauna.

## .13. ASR Liability

### 1. Your legal rights

Nothing in these Terms excludes or limits any rights you have under mandatory Portuguese law (including consumer protection rules) or any liability that cannot be excluded or limited by law.

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## 2. Events outside ASR's control

If performance is affected by events outside reasonable control (e.g., severe weather, power outages, regulatory restrictions), ASR will take reasonable steps to minimise the effects. See the **Force Majeure** clause for details. This does not affect your legal rights where applicable.

## 3. Insurance

ASR maintains the **civil liability insurance** required by law for tourist establishments. We recommend that the Client obtain suitable **travel insurance** (including cover for cancellation, medical needs and personal belongings).

## 4. How to make a complaint

If something goes wrong, please notify us as soon as possible so that we can try to resolve the issue during your stay, either directly or through the following contacts: Phone number: +351910262461 (call to national mobile network in PT) or email: [reservations@asociedade.pt](mailto:reservations@asociedade.pt)

This informal notice does not affect any legal deadlines or rights you may have.

## 5. Severability

If any part of this Liability section is found invalid or unenforceable, the remainder shall remain in force. Where possible, an invalid term will be replaced by a valid term that most closely reflects the original intent and complies with mandatory law.

## 6. Third-party services and partners

Some services (e.g., airport transfers, certain activities, platform features) may be provided by independent third parties. Where ASR acts as an intermediary, the third party's terms apply and that provider is responsible for performance. ASR is not responsible for acts or omissions of such third parties, except where due to ASR's fault. **Payment for these services must be made directly by the client and not through ASR.**

## 7. Force Majeure

ASR is not responsible for failures to perform its obligations due to events beyond its control, including natural disasters, strikes or government regulations.

## 8. Client's failure

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Except in the case of death or personal injury caused by ASR's negligence, or where expressly provided in these Terms, ASR shall not be liable to the Client for any representation (unless fraudulent) or any implied warranty, condition or other terms, or any duty at common law, or under the express Terms of the Contract, for any loss of profit or any indirect, special or consequential damages, costs, expenses or other claims (even if caused by negligence by ASR, its employees or agents or others) arising out of or in connection with the provision of the services (including any delay in providing the services or failure to provide them) or their use by the Client, and ASR's total liability under the Contract shall not exceed the amount of ASR's charges for providing the services, except as expressly provided in these Terms.

## 9. Liability cap (financial limit)

To the maximum extent permitted by law, ASR's aggregate liability to you for all claims arising from your booking and stay shall not exceed the **total price you paid** for the services giving rise to the claim.

## 14. Client Responsibility and Indemnity

The Client is responsible for any damage that the Client or their guests cause to ASR's property (beyond normal wear and tear) and for any loss arising from breach of these Terms or unlawful conduct. The Client agrees to indemnify ASR for reasonable costs, losses and expenses resulting from such damage or breaches, except to the extent caused by ASR.

## 15. Termination

ASR may, at any time, terminate the Contract by written notice to the Client if the Client commits any breach of these Terms, or if the Client goes into liquidation, is declared bankrupt, makes a voluntary arrangement with creditors, or has a receiver or administrator appointed.

## 16. General Terms and Conditions

### 1. Agreement Overview

This Contract represents the complete understanding between the Client and ASR, replacing any previous agreements or discussions. Amendments to this Contract must be made **in writing** and signed by both parties. Any terms not expressly stated, whether implied by law or otherwise, are excluded to the extent permitted by law. Delay or failure by either party to enforce any right under this Contract shall not be considered a waiver of that right, nor shall a waiver of any breach be deemed a waiver of future breaches of the same or any other provision. This Contract is governed by **Portuguese law**, and both parties consent to the **non-exclusive jurisdiction** of the Portuguese courts.

### 2. Service Delivery

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ASR undertakes to provide the services described in the Contract. The Client must provide, in a timely manner, all information or data necessary for ASR to ensure proper service delivery. The Client is responsible for the **accuracy** of all information provided. ASR reserves the right to modify services without notice to meet safety, legal or regulatory requirements, provided such changes do not materially affect the quality or nature of the services.

### 3. Pricing

ASR will provide the Client with a **written breakdown** of applicable fees. For any unspecified fees or additional services provided, the Client agrees to pay ASR's **standard rates in force** at the time of service, plus any mutually agreed additional charges. ASR may adjust its standard rates periodically. All quoted prices for food and beverage services include **VAT** at the applicable rate on the payment date, unless otherwise stated.

### 4. Cancellation and No-Show Charges for Groups or Events

The Client agrees to pay applicable fees if services are cancelled or if the Client or their group fails to attend on the scheduled date. Upon cancellation, ASR will issue a **cancellation number** to the Client, which must be referenced in related communications.

### 5. Changes to Service Requirements

Any changes to the number of guests, accommodation, food and beverage needs, or other service requirements must be **agreed in writing** by the Client and ASR.

### 6. Termination

ASR may terminate this Agreement by written notice if the Client breaches these terms or enters liquidation, insolvency or any arrangement with creditors, or if a court-appointed administrator is appointed.

### 7. Use of Rooms, Safes and Payment Responsibility

By signing the registration card, the Client authorises ASR to use the registered credit card for current and future stays. This does not relieve the Client of responsibility for unpaid charges, even if payment is expected from a third party. ASR is not responsible for valuables lost, stolen or left unattended in public areas, general access areas or private vehicles. Use of the in-room safe does **not** create civil liability for ASR under applicable regulations.

### 8. Video Surveillance

For security and operational purposes, **CCTV** is active in public areas and certain service areas of ASR, with

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recordings made to enhance guest and staff safety and improve ASR's management. The retention period for footage is a **maximum of 30 days**, depending on available storage.

## 9. Photography and Filming

Commercial photography or filming requires prior approval from an ASR executive. No photography or filming is permitted without a designated ASR representative present. ASR staff, uniforms or roles may not be photographed or filmed. Use of ASR's name, images, logo or trademarks requires **written consent**. ASR will take legal action against unauthorised use of these assets.

## 10. Intellectual Property

All content on ASR's website, including names, logos, text and design elements, is protected by copyright, trademark, database or other intellectual property rights. The Client may use this content only for **personal, non-commercial** purposes with ASR's authorisation. Unauthorised use or reproduction is prohibited and may violate these terms and ASR's intellectual property rights.

## 17. Sustainability and Environmental Commitment

ASR is dedicated to protecting the planet's resources and encourages guests to:

- Use **water and towels** responsibly.
- **Recycle** waste as instructed.
- **Respect** the natural environment during activities such as hiking or canoeing.

ASR is located at **Quinta da Azeitona Verde**, owned by **SAV Sociedade Azeitona Verde Lda**. Quinta da Azeitona Verde is an **organic** farm where the award-winning olive oil "**Azeitona Verde**" is produced from olives pressed on site, harvested in **October** from ancient olive groves.

ASR supplements grid energy with **solar energy**, with peak production a little over **20 kW**.

Extensive use of **LED lighting** minimises environmental impact.

SAV Sociedade Azeitona Verde seeks to be a responsible steward of the land it owns, ensuring the farm is managed and maintained sustainably, so that olive trees well over **500 years** old will still be here in 500 years, producing quality organic olive oil.

"**ASR's mission** is to provide a unique experience of living a day in the life of Quinta da Azeitona Verde."

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## 18. Seasons and Pricing

### Low season

- 1 November – 20 December
- 6 January – last day of February  
(Excluding holidays and festivities)

### High season

- 1 March – last day of October

### Holiday season:

- 21 December – 5 January, Easter weekend and national holidays.

Prices vary by season and accommodation type.

Prices vary by season and accommodation type. Check our online booking platform for up-to-date pricing.

All prices **include VAT** and are displayed in euros. Additional fees, such as **€35/day** for kitchen cleaning, will be communicated at booking. Check our online platform for current rates.

## 19. Activities and Services

### Airport shuttle service

A shuttle service to collect from and return to **Lisbon airport** is available but must be booked before arrival and/or departure for an additional charge. Airport shuttle services are provided by **third-party operators**. ASR acts solely as an intermediary and is not liable for service quality, delays or accidents. Guests are advised to verify terms with the provider at booking. The Client must pay these services **directly to the providers**, immediately after the service is used.

### Events

Ability to support events such as intimate weddings, celebrations, themed events, up to **60 people** (upon request, additional charge, quotation required).

### Capacity

Total capacity of **7 rooms** equipped with double beds, accommodating up to **14 people**. **Extra beds and children's beds are not available.**

### Exclusive rental

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ASR may be rented on an **exclusive** basis, providing privacy and exclusive use of all common areas. Prices available on request and subject to availability.

## Agro activities

Pick your own strawberries, gooseberries and other berries, season and weather permitting.

Visit our **organic vegetable garden**.

Participate and observe **sheep shearing** during April or May, weather permitting.

Join the **olive harvest** and visit our oil press in operation, producing our award-winning organic olive oil.

## Languages spoken

English • Spanish • Portuguese

## .20. Safety and Emergency Procedures

All houses are equipped with a **fire alarm system**.

All exits are clearly marked, and **emergency exit signage** lights automatically in case of power failure.

If the alarm sounds during your stay, remain calm and follow the signage to the nearest exit, proceeding to the **emergency assembly point**.

**First-aid kits** are available in each guest house, typically located in the kitchen and clearly signposted. A first-aid kit is also available in "**A Cozinha**", in the kitchen on your left as you enter, clearly indicated. A first-aid kit is also available in the **pool area**, in the technical area.

The emergency number in Portugal is **112**, for health or security matters. The nearest hospital is **25 kilometres** away, in **Portalegre**.

If you are bitten or stung by an animal or insect, or have come into contact with a bush or flower that causes itching, or any other medical condition, please contact our staff at **+351910262461** (call to national mobile network in PT) for immediate assistance or call SOS 112 or CIAV 800250250.

## .21. Privacy Notice (GDPR)

### Who we are (Controller)

ASR – A Sociedade Rural (TER – Agroturismo), operated by **SAV – Sociedade Azeitona Verde, Lda**, NIF **509 709 915**, Quinta da Azeitona Verde, Pasmal, 7330-069 Marvão, Portugal.

Contact: [reservations@asociadaderural.com](mailto:reservations@asociadaderural.com) or Phone number: +351910262461 (call to national mobile network in PT).

A Data Protection Officer has **not** been appointed; for privacy matters, please contact us via the email above.

### Scope

This Notice explains how we process personal data of guests, prospective clients, website visitors and event

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participants, in compliance with the **GDPR** and Portuguese law (**Law 58/2019**). It complements the Terms & Conditions and our Cookies Policy.

## What data we process

- **Identification & contact:** name, address, email, phone, nationality/ID or passport data where legally required.
- **Booking & stay data:** dates, room/house, preferences, requests, incident reports, charges posted to your room.
- **Payment data:** card token/reference (processed by **PCI-compliant** providers); last four digits may be kept for reconciliation.
- **Communications:** emails and messages exchanged with us; feedback forms.
- **Marketing preferences:** newsletter opt-in/opt-out, channels, topics.
- **Website data:** device identifiers, IP, cookies (see Cookies section).
- **CCTV (if active):** image recordings in common areas.
- **Special categories (optional):** health/dietary information only when you ask us to accommodate needs; based on your **explicit consent**, which you may withdraw at any time (without affecting prior lawful processing).

## Purposes & legal bases

We process data only as necessary on these legal bases (**GDPR Art. 6; Art. 9 for health data**):

- Perform and manage your booking; provide accommodation/services – **contract** or pre-contractual steps.
- Billing, accounting, tax and compliance – **legal obligation (Portugal)**.
- Mandatory reporting of foreign guests via **SIBA** – legal obligation (**3 working days** after check-in and after check-out).
- Security & fraud prevention (incl. **CCTV**, if used), IT administration – **legitimate interests**, balanced against your rights.
- Direct marketing (e.g., newsletter) – **consent**; you may withdraw at any time (unsubscribe link or contact us).
- Emergency care / vital interests – only when strictly necessary.
- Health/dietary information – **explicit consent** (special category). [siba.ssi.gov.pt](http://siba.ssi.gov.pt)  
[diariodarepublica.pt](http://diariodarepublica.pt)

## Cookies and similar technologies

We use **essential cookies** for site functionality and **non-essential cookies** only with your prior consent. You

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can manage preferences at any time in the cookie banner/settings. See our Cookies Policy for details (purposes, durations, third parties). (PT law: **DL 41/2004**, amended by **DL 46/2012**).

## Sources of data

- Directly from you (web forms, email, phone, check-in/online check-in).
- Booking intermediaries (e.g., **RoomRaccoon**) when you book through them.
- Public sources (e.g., if you ask us to recognise you on arrival, we may consult publicly available images to avoid misidentification). We will inform you whenever data does not come directly from you.

## Sharing and processors

We do **not** sell your data. We share only when necessary with:

- **Processors** bound by contract (GDPR Art. 28): booking engine/CRM (e.g., RoomRaccoon), payment gateways, email/marketing automation, IT/hosting, customer support, auditors.
- **Public authorities** when required: tax authorities; **AIMA via SIBA** for foreign guest registration forms; police/courts when legally requested.
- **Third-party services** you request (e.g., airport transfers) – those providers act as independent controllers under their own privacy policies.  
**SIBA note:** establishments must register and report entries and departures of foreign guests electronically in SIBA within **3 working days** after arrival and after departure.

## Retention

We keep data only as long as necessary for each purpose:

- Bookings/contracts, invoices and tax records: typically **10 years** (Portuguese accounting/tax law).
- Guest & stay records: for the period needed to manage the stay, handle requests/claims and meet legal duties.
- SIBA: we transmit data required by law to AIMA via SIBA; we retain only minimal proof of submission as needed for compliance.
- Marketing: until you withdraw consent or after a reasonable period of inactivity.
- CCTV (if active): **max. 30 days**, then deleted within **48 hours**, unless needed to establish, exercise or defend legal claims.

## Security

We apply appropriate technical and organisational measures (access controls, encryption in transit, backups,

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staff confidentiality). Payment data is processed by **PCI-compliant** providers; we do not store full PAN/CVV.

## Your rights

Subject to legal limits, you may access, rectify, erase, restrict or object to processing, and **port** your data; where we rely on consent, you may withdraw it at any time. To exercise rights, email **reservations@asociadaderural.com**. We may verify identity before responding. We reply within **one month** (extendable by two months for complex requests). You also have the right to lodge a complaint with the **CNPD** (Portuguese Data Protection Authority).

## CCTV notice

CCTV may operate in certain common areas for security and incident recording, with signage at entrances. Images are kept up to **30 days** and deleted within **48 hours** thereafter, unless needed for legal proceedings. You may exercise GDPR rights regarding CCTV images as above.

## Children

Our accommodation is intended for adults; we do not knowingly collect data from minors. If we detect we have collected a child's data, we will delete it.

## Changes

We may update this Notice to reflect legal or practice changes. The latest version is published on our website; material changes will be highlighted on first visit after the update.

## 22. Cookies Policy

### What are cookies and similar technologies?

Cookies are small files placed on your device by your browser. We also use similar technologies (e.g., local storage, pixels, SDKs). Some cookies are **strictly necessary** for our site to function; others (e.g., preferences, analytics, advertising) are **not essential** and require your prior consent. In Portugal, storing or accessing information on your device is lawful only with your **prior informed consent**, except for strictly necessary cookies.

### How we collect consent

On your first visit we display a banner allowing you to **Accept All**, **Reject All** (non-essential cookies) or **Manage Preferences** by category. We never use pre-ticked boxes; simple scrolling/continuing to browse does not constitute consent. You can withdraw or change your choices at any time via **Cookie Settings** in the site footer.

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## What we use cookies for

- **Strictly necessary (no consent):** core functions such as page navigation, security, session management and load balancing.
- **Preferences/functional (consent):** remember settings (e.g., language).
- **Analytics (consent):** help us understand usage to improve the site (aggregated statistics).
- **Advertising/marketing (consent):** measure campaigns and present relevant offers.  
Details (name, provider, purpose, type, duration) appear in the **Cookie List** in the banner and may change as we update the site.

## Third parties and transfers

Some cookies are set by third parties (e.g., booking platform, analytics, payment or marketing partners).

These providers process data under their own policies; some may be outside the **EEA**. Where this occurs, we rely on lawful transfer mechanisms (e.g., **EU Standard Contractual Clauses**/adequacy decisions) and require appropriate safeguards.

## Managing cookies

You can: (i) use **Cookie Settings** to grant/withdraw consent by category at any time; and/or (ii) block/delete cookies in your browser (Help → “cookies”). Blocking non-essential cookies does not affect basic browsing; blocking strictly necessary cookies may impair site functionality.

## Legal basis

- **Strictly necessary cookies:** not subject to consent (they provide a service expressly requested by you).
- **All other categories:** processed based on your **consent (GDPR)**, which you may withdraw at any time.

## Consent record

We keep a minimal record of your consent choices (date/time, categories, country/region of IP, user agent) to demonstrate compliance and honour your preferences.

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## Updates

We may update this Cookies Policy and the Cookie List to reflect changes on our site or in the law. Material changes will be highlighted in the banner on your next visit.

## Contacts and complaints

For questions about cookies or privacy, contact [reservations@asociedaderural.com](mailto:reservations@asociedaderural.com). You may also contact the **CNPD** if you believe your rights have been violated.

## Key references:

Portuguese ePrivacy rules (**Law 41/2004**; consent for cookies except strictly necessary).

**EDPB Guidelines 05/2020** on consent (no pre-ticked boxes; affirmative action; easy withdrawal).

**CJEU Planet49** ruling on invalid pre-ticked boxes and transparency requirements.

**CNPD** guidance: the banner must inform and link to a Cookies Policy with detailed information.

## 23. Compliance with EU Law

ASR is committed to offering services and products that comply with EU laws, including consumer protection (**Directive 2011/83/EU**), **GDPR** and safety regulations. This ensures fair treatment, transparency and high standards for guests.

## Unresolved disputes

In case of unresolved disputes, guests may use the **EU Online Dispute Resolution** platform at <https://ec.europa.eu/odr>. Our email for ODR purposes is [reservations@asociedaderural.com](mailto:reservations@asociedaderural.com).

## 24. Online Booking – RoomRaccoon Specific Terms

By making a reservation through our website, you agree to these terms and conditions, which govern your booking facilitated by the **RoomRaccoon** platform.

- **Booking and Payment:** Reservations are processed securely via RoomRaccoon's integrated payment gateway. Full payment is required at booking unless otherwise stated. Transaction fees, if applicable, are disclosed at checkout.
- **Guest Data:** Online check-in may require personal information, which will be processed in accordance with our Privacy Policy and RoomRaccoon's data protection standards.
- **Additional Services:** Upsells (e.g., room upgrades) are subject to availability and separate terms.

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- **Availability and Pricing:** Rates are updated in real time and confirmed at booking. We reserve the right to correct pricing errors.
- **Third-Party Features:** Features such as contactless check-in are provided by RoomRaccoon partners and subject to their terms.
- **Liability:** We are not liable for technical issues with the RoomRaccoon platform, though we will address concerns promptly.
- **Disputes:** Contact [reservations@asociadaderural.com](mailto:reservations@asociadaderural.com) for booking issues or RoomRaccoon support for platform concerns. Disputes are resolved under applicable laws. We reserve the right to update these terms.
- **Platform Terms:** By booking through RoomRaccoon's online reservation platform, guests agree to the platform's **Terms of Service** (<https://roomraccoon.com/terms-and-conditions/>), which cover the intermediary role, payment processing and dispute resolution.

## Online booking through our site

By making a reservation through our website, you agree to these terms and conditions, which govern your booking facilitated by the RoomRaccoon platform.

## .25. Amendments

ASR reserves the right to amend these Terms and Conditions at any time. The most current version is available on ASR's website ([www.asociadaderural.com](http://www.asociadaderural.com)).

## 26. Governing Law

Reservations are subject to Portuguese law, including **Law no. 24/96 (Consumer Protection Law)** and the legal framework for "**Turismo em Espaço Rural – Agroturismo**" (**Decree-Law no. 39/2008 (RJET)** and its amendment). EU consumer and data protection laws also apply. In case of disputes, guests may contact **DECO** or a **Consumer Arbitration Centre**.

## .27. Contact Information

**ASR:** Quinta da Azeitona Verde, Pasmal, 7330-069 Marvão, Portugal.

**Phoner:** +351910262461 (call to national mobile network in PT).

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**Email:** [reservations@asociadaderural.com](mailto:reservations@asociadaderural.com)

**Website:** [www.asociadaderural.com](http://www.asociadaderural.com)

ASR is registered as an **agrotourism** establishment under **Decree-Law no. 39/2008** with **RNET number 12884**.

## 28. Complaints Procedure

ASR maintains a **Complaints Book**. Guests are encouraged to resolve issues directly with ASR before formalising a complaint. If unresolved, guests may request the Complaints Book or submit complaints, suggestions or compliments via the **Electronic Complaints Book Platform**, a digital tool for interacting with regulatory bodies and service providers.

**EU ODR Platform:** For unresolved disputes, use the EU Online Dispute Resolution platform (<https://ec.europa.eu/odr>) with email [reservations@asociadaderural.com](mailto:reservations@asociadaderural.com). Guests may also submit complaints via the electronic complaints platform at [www.livroreclamacoes.pt](http://www.livroreclamacoes.pt).

## 29. Additional Fees

### Summary of additional fees:

- **Lost keys**

If the keys provided at check-in are not returned at check-out, an **additional fee of €60 + VAT** will be added to the final bill to replace the keys.

- **Kitchen use for meal preparation**

In the case of **Casa Esteva** and **Casa Oliveira**, a fee of **€35 + VAT** will be charged **per occurrence** for kitchen cleaning.

- **Septic tank unclogging**

If septic tank unclogging is required due to improper use by the guest, the unclogging expenses, up to a **maximum of €300 + VAT**, will be charged to the guest.

Rates and availability are subject to change; please verify during the booking process.

This property is managed, licensed or represented by a business.

## 30. Company Details

**SAV Sociedade Azeitone Verda Lda**

Quinta da Azeitona Verde

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Pasmal

7330-069 Marvão

Portugal

**NIF/Tax Registration Number:** 509 709 915

For full details, see our Privacy Policy and contact us at [reservations@asociedaderural.com](mailto:reservations@asociedaderural.com). We reserve the right to update these terms.

*Note:* The company name above is reproduced exactly as provided in the source text.

## 31. Website Usage Licence

Guests and website visitors are granted a **temporary, non-exclusive licence** to access and view content on [www.asociedaderural.com](http://www.asociedaderural.com) for **personal, non-commercial** purposes only. This licence prohibits:

- Copying, modifying or distributing website content (e.g., text, images, logos) without ASR's written consent.
- Using content for commercial purposes or public display.
- Attempting to alter or reverse-engineer any software or code on the website.
- Transferring content to another person or server.

This licence terminates automatically upon violation of these terms or at ASR's discretion. Upon termination, users must destroy any downloaded or printed content in their possession.

## .32. Disclaimer on Website Content Accuracy

Content on [www.asociedaderural.com](http://www.asociedaderural.com), including rates, availability and descriptions, is provided **"as is"** without warranties of accuracy, completeness or timeliness. ASR is not liable for errors (e.g., technical, typographical or photographic) or discrepancies in content. Rates and availability are subject to change without notice, and guests must verify details during booking. ASR may update website content at any time without prior notice.

## 33. Liability for Linked Websites

ASR's website may contain links to third-party websites (e.g., RoomRaccoon's booking platform) for guest convenience. ASR is not responsible for the content, accuracy or practices of these websites, and their inclusion does not imply endorsement. Guests access linked websites at their own risk and should review

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the respective terms and privacy policies.

## .34. Clarification on Amendments

ASR reserves the right to amend these Terms and Conditions at any time. The most current version is available at [www.asociedaderural.com](http://www.asociedaderural.com). Continued use of ASR's website or services after amendments constitutes acceptance of the updated terms.