

Accommodation and Food Service reservation cancellation policy

When booking, the customer declares to be aware of and in accordance with the Booking, Cancellation and No-Show Policies.

BOOKING, CANCELLATION AND NO SHOW POLICIES

From the confirmation of the reservation, if there is a need to cancel or change the date of the reservation, the client must communicate in writing (via e-mail) to the Reservation Center of Legado das Águas (reservas@legadodasaguas.com.br) not being accepted cancellation or change over the phone. Cancellation or change of dates will be subject to availability and collection of fees according to the conditions below. The balance of daily payment will be charged at check-in.

1. CANCELLATION POLICY FOR EARLY PAYMENT RESERVATIONS

The cancellation policy instructed by EMBRATUR according to Normative Resolution No. 165/95, proceeds as follows:

- In case of early departure of the contracted rates, there will be no refund of the amount paid in advance.
- Notice of cancellation up to 14 days before the check-in date, there is a refund of 100% of the amount paid, or a credit of 100% of the amount paid to be used on another date, within 12 months.
- Notice of cancellation up to 7 days before the check-in date, there is a refund of 50% of the amount paid, or a credit of 50% of the amount paid to be used on another date, within 12 months.
- Notice of cancellation less than 7 days before the check-in date, there is no refund or credit of the amount paid.
- For no show ** (no show on the day of arrival), there is no refund and is not entitled to credit for the amount paid.

** **No show** is a cancellation without cancellation, that is, when the guest does not come to the establishment on the reserved entry date. The apartment will be available to the guest until the amount deposited in full number of nights is paid (if there is any left over it will be retained by the inn as a form of compensation), after this period the reservation will be canceled.