

General Terms and Conditions – Chill In Ericeira Surfhouse

Reservations may be cancelled or changed until 30 days prior to the check-in date;

After this period, in case of cancellation, changes, no-show, or early departure, there will be no refund.

The services booked will be delivered between the check in date and the check out date

Services as accommodation are not covered by the law 144/2015: Resolução Alternativa de Litígios de Consumo

A refund is possible only if the dates cancelled will be sold again, if only part of the dates cancelled will be sold the refund will be only for those dates

Personal Data Policy and Privacy Policy

Controller of the Data Sunset Hill Lda is the legal controller of your personal data, used in the scope of its business group. We abide by codes of conduct and institutionalized procedures that ensure the confidentiality and security of the data processed.

We thus ensure that the personal data will be processed in a manner that ensures its safety, including its loss, unlawful processing, destruction or accidental damage. Noah may use third parties to process personal data, with which we guarantee the same confidentiality and security of the data, for the purposes mentioned below.

Purposes

Reservations processing: the data are collected, processed and retained to facilitate the billing and reservations processes of rooms and other complementary services, for historical and statistical purposes and control of the quality of service. In case of non-portuguese citizens, the collection of the data represents a legal obligation in line with the portuguese law, and without which we are not able to formalize the reservation.

Marketing: the data are used for marketing purposes and communication of our products and services to our clients, via e-mail, text message or phone call. There may be automated decision-making, including profiling, in order to tailor our offer to the needs of our customers.

Rights

You may request, at any time, the withdrawal of the consent, rectification, deletion, limitation, portability and opposition to process data. For enquiries about this statement you may contact us via e-mail to booking.chillinericeira@gmail.com or by post mail to

Rua bairro Joao david soares nº8, Ericeira, 2655 293. The withdrawal of the consent does not compromise the legality of the treatment carried out until that moment. The data subject has the right to lodge a complaint to the supervisory authority - Comissão Nacional de Protecção de Dados.

After lawful consent is given to the processing of your personal data, Empreendimentos Turísticos da Física Lda will retain personal data for the period necessary to fulfill the purposes outlined in this statement. Taking into account the possibility of realizing future reservations, the data will be maintained until request of deletion as described above.

For disputes you can contact to <http://www.centroarbitragemlisboa.pt/>