



Cantinho da Tia Helo

RULES - Terms of Hosting

1. The accommodation in Cantinho da Tia Helo is governed by the conditions described below and published on the Internet at our website www.cantinhodatiahelo.com.br
2. You must fill in the hosting registration and present a printed ID, in order to meet the standards of the Public Security Bureau.
3. Check-in and check-out:
 - 3.1. **daily fees correspond to the period beginning at 14:00hs and ending the next day at 12:00hs. If the suite is not vacant until the time provided for in this Regulation, overtime will be charged in the amount of 1/5 of the daily rate per extra hour. "Early check-in" and "late check-out" only upon availability and request in advance (surcharge).**
 - 3.2. The guest has a period of 8 hours to present to the reception from the beginning of the check-in date schedule planned for its arrival. Unable to meet this deadline, same should communicate at 22hs of the day of check-in the latest. Not being fulfilled this determination, the guest will forfeit its reservation, even having made payment for the hosting.
4. Hosting change, cancellation and interruption:
 - 4.1. All our rates are "non-refundable", which does not allow changes or cancellations.
 - 4.2. The guest already installed on Cantinho da Tia Helo under the daily regimen may interrupt its stay at any time, simply notifying the management early enough to perform the procedures of "check-out" of the suite, closing its debts and collection. However, the values paid and no longer used will not be refunded and will not be used as credit for future accommodation.
 - 4.3. Guests who have conduct deemed offensive or unpleasant may be invited to leave the Cantinho da Tia Helo with no refund or return to the amount paid.
5. Guests are required to advise in advance to any employee if they wish that the suite housekeeping be made or not.
6. **The breakfast is served in specific periods of the year only, as described in sent budgets and media we announce (websites, social media, etc.).**

In the period in which we offer the breakfast, it is served on the veranda and/or living room from 08: 00h to 10: 00h (AM). After these times, the Nook is not obliged to serve.
7. The use of the indoor parking is provided to guests upon availability. The guest who chooses to park its vehicle in our parking space, we ask to please leave the key so we can maneuver when necessary. The Cantinho da Tia Helo is not responsible for any damage and/or stolen/theft occurred in vehicle guests, whether indoors or in the outdoor area of the Nook.
8. Taking away from the hostel premises the bed linen, bath or other objects of our property is not allowed.
9. **Drinks or food for consumption in the common areas are not allowed except those sold in Cantinho da Tia Helo. If you choose to consume your own drinks and food, there will be recovery rate as "extra tax" in the amount of R\$ 100,00 each time it occurs, per suite.**
10. **It is forbidden to extend clothes and towels on windows, doors, outside the rooms or any external area.**
11. Clothing and left or forgotten objects in the Nook will be kept at their owners disposal for a period of thirty (30) days. After this time, we give them a destination which best suits us.
12. Any damage that may be caused to the assets of the Nook, by the holder of hosting or their companions, should be reimbursed act according to the values stipulated in the "Rules". Objects with no prices available in the "Rules" will have values checked in stores and/or internet to their replacements plus shipping and manpower for installation.

In the event of impossibility of a suite to be rented to other guests, a daily surplus will be charged until the day that the suite is in perfect condition to be rented again.

Objects considered "antiques", "rarity" or not available for replacement, will have the value set by the Nook management.

Values of suites items: R\$ 1,700.00 fridge, R\$ 2,400.00 TV LED 40 'or 42', R\$ 1,800.00 LED TV 32 ', R\$ 640.00 bedside tables, R\$ 2,900.00 closet, R\$ 280.00 nightstand, R\$ 330.00 black-out curtains, R\$ 190.00 curtain rod, R\$ 320.00 ceiling fan, R\$ 140.00 small length mirror, R\$ 620.00

great length mirror, R\$ 140.00 cover the toilet seat, R\$ 185.00 flat bathroom mirror, R\$ 460.00 bathroom mirror with shells, R\$ 160.00 hairdryer, R\$ 640.00 style "stop-shower" box glass, R\$ 1,120.00 "blindex" glass box, R\$ 260.00 multi temperature shower, R\$ 150.00 trash, R\$ 70.00 soap holder, R\$ 95.00 face towel support, R\$ 170.00 towels support, R\$ 150.00 shampoos and soap holder in the box, R\$ 440.00 bathroom aluminum bracket (painted in yellow), R\$ 220.00 bathroom chandelier.

13. It is not permitted at any time and in any environment at The Cantinho da Tia Helo and in the suites, the use of audio equipment or instruments that disturb or loudly talks, shouting or verbiage that threaten the peace or causing embarrassment to the other guests;

Therefore, silence must be respected by all, except in internal Nook events, where all guests will be aware of their performances.

14. We do not accept pets of any kind and size.

15. Payment Methods:

15.1 Visa, Mastercard, Diners and Amex Credit Cards. Payment for consumption and extras can be done in debit card, credit or cash.

15.2 We do not accept cheques.

15.3 At the time of booking the guest must arrange payment of 100% (one hundred percent) of the total hosting amount.

15.4 Different payments means and deadlines stated in these "Rules" may occur in accordance with the provisions of "Cantinho da Tia Helo" without previous notice.

15.5 Before making the check-in it is necessary to the guest to present a credit card as guarantee in case of any extraordinary expenses and reimbursement of losses.

16. Apartments:

16.1 When using the air conditioning in the suites, please keep doors and windows closed to keep the environment properly cold.

16.2 When leaving the suite, we kindly ask you to turn off the air conditioning, ceiling fans and lights.

16.3 To prevent the entry of insects, please close the rooms and bathrooms windows at nightfall and open the shower drain only during the shower time.

16.4 Do not throw toilet paper or any other object in the toilet vase but in the wastebasket because we do not have the public sanitation and are subject to clogging if that occurs. Unclogging fee: R\$ 150.00.

16.5 Towels are only for bathing. We kindly ask you not to take them to the beach or pool.

16.6 We ask zeal with bed linen and bath clothes, as if they are damaged, the guest must pay the damage at the check-out. Unit values: R\$ 25,00 hand towels, R\$ 65.00 carpets or face towels, R\$ 90.00 bath towels, R\$ 190.00 blanket or duvet, R\$ 230.00 linen and R\$ 270.00 mattress protector.

16.7 The linens are changed on the third day of the hosting and swimsuits on the second day of hosting, or according to management guidelines. Those that are dirty or stained by accident or carelessness, will be removed from the suite for washing. In this case there will be cost corresponding to the washing and replacement of R\$ 15.00 per piece. If the washing does not remove all stains, in addition to R\$ 15.00 per piece, will be charged a new part for replacement, according to the amounts described in Section 16.6 of these "Rules".

16.8 Suite key and keychain are guest's responsibility. If they are lost or mislaid you will be charged a replacement rate of R\$ 95.00.

16.9 Visitors are allowed with previous management authorization only and those who use the suite or the common area must pay 50% of the daily rate (per person / day).

17. Kitchen/office support:

17.1 It is for the exclusive use of the Nook employees.

17.2 We sell many kinds of drinks and snacks (upon availability), which should be required to any employee. (The prices are in the menus available in the suites and in the living room bench support).

18. Living room:

18.1 Open during the office hours.

19- Loft Zen:

19.1 Not allowed to enter and/or stay in this environment with food or drinks of any kind;

20. External space:

20.1 The automatic gate must be opened and closed by a control. The control is provided at check-in and must be returned at check-out. In case of loss or breakage, the cost for replacement is R\$ 120.00.

- 20.2 Pool opening hours: from 09hs to 22hs.
- 20.3 Before entering the pool, please go to the shower to eliminate the beach sand, suntan lotion, insect repellent and other products harmful to the water. Do not get wet in the inner area of the Nook.
- 21. Smoking is not allowed in the suites, internal dependencies and common area. We ask to use the outdoor area (garden). Request an ashtray to any employee. If this occurs, we will charge the value of 1 night as cleaning fee and sanitation.**
22. In order to grant tranquility to our guests, we accept children over 12 years old only.
- 23. We offer free Wi-fi. Please note that the signal can oscillate or be lost, because we depend on Vivo provider service.**
24. The solution of omissions in these Regulations will be in charge of the Cantinho da Tia Helo management.

Tia Helo wishes everyone an excellent stay. Have fun and enjoy !!!