



## Cantinho da Tia Helo

### INTERNAL RULES - Term of Hosting

1. The staying in the Aunt Helo's Hideaway is ruled by the terms following, also available in the internet at the website [www.cantinhodatiahelo.com.br](http://www.cantinhodatiahelo.com.br)
2. It is mandatory to fill all information requested in the guest form at the check-it and the presentation of an ID with photo, according to the local public legislation.
3. Check-in and check-out:
  - 3.1. **Daily fees correspond to the period beginning at 14:00h, ending the next day at 12:00h. Late check-out without previous notification (delay) will be charged 1/5 of the daily rate per extra hour. Early check-in and late check-out only upon availability and requested in advance.**
  - 3.2. The guest will be expected in the hideaway until 8 hours after the beginning of the day scheduled for the arrival. In the case of no show, it is expected the guest to communicate his delay until 22 hours after the beginning of the day scheduled for the arrival. In case of no communication within this time, the reservation for the day will be cancelled with no refund.
4. Hosting change, cancellation and interruption:
  - 4.1. All our rates are non-refundable and therefore does not allow changes or cancellations.
  - 4.2. The guest currently staying in the Hideaway may interrupt his stay at any time by notifying the management previously in time to accomplish the procedures for the check-out of the room, closing its debts and collection. However, no values will be refunded and will not be used as credit for future accommodation.
  - 4.3. Guests with offensive, inappropriate or unpleasant behavior during his stay in the Hideaway may be invited to leave with no refund.
5. In the case the Guest do not want the housekeeping for the day it is requested to warn the management previously.
6. **The breakfast is available only during the high-season, as described in our website.**  
In this case, the breakfast is served on the balcony and/or living room from 08-10h AM. The breakfast will be available only during this interval and will not be served in any other time of the day in any case.
7. The use of the indoor parking is a courtesy and provided to guests upon availability, limited to one vehicle per room. Additional vehicle, car or motorcycle, will be charged in R\$ 30 the day. It is requested to leave the car key at the reception. The Aunt Helo's Hideaway is not responsible for any damage and/or theft occurred and disappearing of objects in the vehicles, whether in or out of the property of the Hideaway.
8. The take-away of bed linen, bath or any other objects property of the Hideaway is not allowed.
9. **The consumption of beverage and food brought from outside by the guests is not allowed in any area of the Hideaway. If you choose to consume your own beverage and food, an extra-tax of R\$ 100 will be charged as recovery rate each time it occurs, per suite.**
10. **It is forbidden to hang clothes and towels on the windows, doors, outside the rooms or any external area.**
11. Clothes and any other objects left or forgotten in the Hideaway will remain kept for the guests during 30 days. After this time it will be discarded properly.
12. Any damage caused by the guest formally registered or his/her companion(s) must be reimbursed in agreement with the values listed in this document. The objects which values are not shown in this document will be charged the price according to the market through search in retails and e-commerce plus freight and services. In the case the room is not at disposal in time for the next guest due to the damage caused, a surplus will be charged daily, until the day the room is perfectly restored to accommodate new guests. Antiques, rarities and objects with impossible replacement have its values defined by the management.

Values of objects in the rooms: 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 allowed at any time of the day and anywhere in the Hideaway, including in the rooms, the use of audio system and musical instruments. Shouts and talks considered too loud by the management or actions that may bother, threat or cause any embarrassment to other guests will be properly notified and in case of persistence of these actions the guest may be invited to leave the Hideaway.**

**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 at internal events organized by the management, which case all guests will be previously notified.

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/credit card or cash.

15.2 We do not accept check.

15.3 The guest must arrange payment of 100% (one hundred percent) of the total hosting cost at booking.

15.4 Payments methods and deadlines different of that stated in this document may occur according to the management without previous notification.

15.5 Before the check-in it is required 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 rooms, please keep the doors and windows closed to keep the environment properly cold.

16.2 When leaving the room, we kindly ask the guests 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 to avoid clogging the plumbing. Unclogging fee: R\$ 150.00.

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

16.6 We ask zeal with bed linen and bath clothes. Any damage (rips, permanent stain, etc) will be charged 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 replaced on the third day of hosting and pool towels on the second day of hosting, or according to management guidelines. In the necessity of previous replacement (due dirty or stain), it 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. In case of permanent stains, a new piece for replacement will be charged additionally, according to the prices described in Section 16.6.

16.8 Suite keys and keychain are responsibility of the guests. In case of loss or mislaid it will be charged R\$ 95.00.

16.9 Visitors are allowed with previous notification and authorization of the management and it will be charged 50% of the daily rate from the additional guest (i.e. per person / day).

17. Kitchen/office support:

17.1 Exclusive use of the Hideaway employees.

17.2 We sell many drinks and snacks (upon availability), which must be required to any employee. (Prices shown in the menus available in the rooms and in the living room bench support).

18. Living room:

18.1 Open during the office hours.

19- Loft Zen:

19.1 Foods and drinks are not allowed in this area;

20. External space:

- 20.1 The automatic gate must be opened and closed using the remote device. The device is provided at the check-in and must be returned at the check-out. In case of loss or breakage, the cost for replacement is R\$ 120.00.
- 20.2 The pool is open from 09hs to 22hs.
- 20.3 Before entering the pool, please use the shower. Do not enter wet in the inner area of the Hideaway.
- 21. Smoking is not allowed in the rooms, internal dependencies and common area. If this occurs, one additional day rate will be charged as cleaning and sanitation fee. We kindly ask to use the outdoor area (garden). Request an ashtray to any employee.**
22. In order to grant tranquility to all guests, we accept children over 12 years old only.
- 23. We offer free Wi-fi. We kindly ask the guests to be comprehensive in cases of signal loss or oscillation once we depend on the provider service. In case of persistent signal loss, please inform an employee and we will solve the problem ASAP.**
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!!!**