

## Booking Terms & Conditions

- By booking a stay with Yon you are agreeing to the terms and conditions outlined below. The booking is intended solely and exclusively for the person(s) making the booking and the space cannot be sublet or published to any other destination without prior consent.
- Payments will be processed by Yon Living Portugal LDA, a company registered at Rua casa dos Poveiros do Rio, 565. 5 andar. 4490-499 Póvoa de Varzim, registered under no 516651641.

### CANCELLATION POLICY

For a full refund, you have 24 hours to cancel after your booking regardless of the time between booking and check-in date.

Beyond the initial 24 hour period you can cancel for a full refund with, at most, 14 days remaining before your check-in date. Within 14 days of check-in, no refunds will be given in the event of a cancellation.

If you are unhappy with the home and wish to move out, you must notify Yon within 7 days of arrival to receive a full refund for the remainder of your booking.

### LONGER TERM RATES & ROLLING STAYS

To access our longer term rates (3 months+) you must commit to a stay of at least 3 months. If you decide to leave earlier than the 3 months, and outside of the aforementioned cancellation windows, you may be charged up to a €500 cancellation penalty.

If you don't know when you want to check-out you may keep the room booked out indefinitely - a 'rolling stay'. We will keep the room for you until you decide to set a check-out

date. You must give Yon at least 28 days notice to set a check-out date or you may be charged the above cancellation penalty of up to €500.

#### INITIAL AND ONGOING PAYMENTS

Payment for the first period (one month) of your stay is due in full to secure your booking.

Follow-on payments for bookings longer than one month can be paid in regular monthly instalments. Each instalment is due 28 days before the next period begins.

#### RATES, TAXES & FEES

The total room charge is inclusive of VAT.

The total room charge includes a 3% City Tax, you will need to provide your full name, passport number and nationality to Yon before check-in to be shared with the relevant authorities.

#### DAMAGES & CHARGES

Yon reserves the right to charge a value up to the total amount of the booking for any damage incurred by you to the room, home or building.

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### House Rules

#### 1. CHECK-IN AND CHECK-OUT

Please check out no later than 11am, and check-in no earlier than 3pm. If you need to arrive earlier, or leave later, please contact us ahead of time.

#### 2. RESPECT THE SPACE, AND THOSE YOU SHARE IT WITH

Treat the home as if it were your own, and be mindful of the people around you. We reserve the right to cut your stay short if you are damaging the property or if you are causing problems for others. Please report any issues to us immediately.

### 3. BE MINDFUL

You're staying in a space with shared common areas. Please keep them clean and tidy, ready for the next person.

### 4. NO UNCONFIRMED GUESTS

Visitors are allowed for a period of up to 5 days at no extra charge, but you must inform us ahead of time.

### 5. NO SMOKING OR VAPING

Smoking is not permitted inside the home. Instead, we suggest you make the most of the neighbourhood, and take a stroll to smoke.

### 6. UP AFTER 10PM? KEEP IT QUIET

No loud noise after 10PM, including collateral noise from the kitchen, laundry or bathroom. Please use earphones if you're up late wherever possible. We are staying in a beautiful, local area and must respect our neighbours as well as your fellow housemates.

### 7. STAY SAFE

Please close and lock all doors and windows on your way out and at night. If you have any questions or concerns, please contact us. For emergencies, call the local emergency services immediately.

### 8. KEEP OUR PLANET CLEAN

Please try to turn off lights, A/C, heating and appliances when not in use, and make sure to dispose of waste correctly.

9. NO PETS

Animals are not permitted inside the home without prior authorisation.

10. ADULTS ONLY

Yon is an adults (18+) only environment.

11. WASTE, RECYCLING, CLEANING

All full waste bags must be placed in the corresponding garbage and/or recycling bins. Further guides can be found in the specific home. Cleaning will be professionally carried out once a week for the rooms & common spaces, including towels & linen changes.