



COSTEIRA PALACE BEACH RESORT ALL INCLUSIVE POLICIES

DOCUMENTS TO BE PRESENTED AT CHECK-IN:

ID Card or Passport or Driver's License or Work Card with photo. Documents must be original. Photocopies, student ID cards, health insurance cards, and vaccination cards, etc., will not be accepted.

Children's documents (Birth Certificate, ID Card, or Passport). Documents must be original. Photocopies, student ID cards, health insurance cards, and vaccination cards, etc., will not be accepted.

Authorization for Minor Accommodation with notarized signature. There are three different situations. Check which one applies to the minor:

- *Unaccompanied Minor Accommodation;
- *Minor Accommodation with Only One Parent;
- *Minor Accommodation with Appointed Guardian.

Attention: Do not confuse Travel Authorization with Accommodation Authorization.

CHECK-IN AND CHECK-OUT TIMES:

Check-in: from 3:00 p.m.

Check-out: by 12:00 p.m.

TOURISM FEE:

R\$ 4.00 per night. (This fee is optional).

WI-FI:

Free Wi-Fi access is available in all areas of the resort.

PARKING:

R\$ 30.00 per car / per day.

We are responsible for guest vehicles as long as they are in the designated parking areas. Responsibility for belongings inside the vehicle lies solely with the guests.

PETS:

Pets are not allowed in the resort.

CHILD POLICY:

The stay of 1 (one) child from 0 to 12 years old, accompanied by two paying adults in the same accommodation, is free of charge.

ACCOMMODATION:

We offer Superior Apartments without Sea View, Luxury Apartments with Sea View, and Family Suites.

Our apartments accommodate a maximum of 4 people including children, and our

Family Suites accommodate up to 5 people, being 3 adults and 2 children aged 0 to 12 years, or 2 adults and 3 children aged 0 to 12 years.

VOLTAGE:

Rooms have 220v outlets.

The resort is not responsible for devices damaged due to disregard of the voltage.

SERVICES NOT INCLUDED IN THE DAILY RATE:

Photographic services and items with printed photos;

Medical services;

Laundry services;

External telephone calls;

Babysitting services;

Parking;

Transfers and tours;

Tourism fee;

Audiovisual equipment (copies and prints);

Food and beverage services in private locations and special orders.

PAYMENT METHODS:

The reservation payment must be made at the time of booking via Visa, Mastercard, American Express, Hipercard, Elo, Dinners, bank deposit, bank transfer, or PIX.

The full amount of the stay will be charged at the time of booking and can be paid in up to 12 interest-free installments on a credit card, for amounts over R\$ 3,000.00.*

For PIX payments, the full amount will be charged at the time of booking.*

*Exclusive condition for reservations made through the resort's official website.

For payment of extras at the reception, it is necessary to use a physical card with PIN or contactless.

EARLY CHECK-IN AND LATE CHECK-OUT:

It is not possible to confirm early check-in or late check-out in advance. It is granted based on availability at the time of check-in or check-out with an additional cost.

BATHTUB AND/OR CRIB FOR CHILDREN:

We provide these items for loan during the stay. Simply go to the reception and request the equipment you wish. You can also request it before check-in through the Reservations Center. The child who will use these items must be included in the reservation.

BABYSITTING SERVICE:

This is a third-party service with an additional cost and must be requested at the reception 48 hours in advance and paid directly to the professional. In case of

cancellation, it must be informed 3 hours in advance or 50% of the value will be charged.

SMOKING:

According to Federal Law No. 9.294 of 07/15/1996, the use of cigarettes, cigars, cigarillos, pipes or any other smoking product, derived or not from tobacco, is not allowed in enclosed collective environments, private or public. A collective enclosure is considered a closed place (with only a roof, walls or awnings), of public access, intended for permanent simultaneous use by several people. Therefore, it is our commitment to ensure an odor-free environment in all apartments and balconies under penalty of charging the violating guest the value of one daily rate (direct sale rate) if cigarette smell is detected during room cleaning, including the balcony area. This amount is intended for intensive cleaning after guest departure and results in the apartment being blocked for one day.

THEMATIC RESTAURANT RESERVATION:

Jacumã Restaurant specializes in contemporary cuisine.

By staying for 5 nights, the guest may enjoy one dinner night at this restaurant. The reservation must be made at the reception by 1:00 p.m. on the day of the dinner. We recommend making the reservation as soon as you arrive at the resort, as there is a daily reservation limit.

Guests with fewer nights of stay may also enjoy the restaurant depending on availability and prior consultation at the reception.

Entry is not allowed wearing tank tops or swimwear.

Maximum tolerance of 10 minutes after the scheduled time to guarantee the reservation.

MINIBAR:

One daily refill of mineral water.

OTHER INFORMATION:

Payment of extra expenses can only be made in cash, PIX, or debit or credit cards. We accept Visa, Mastercard, American Express, Hipercard, Elo, and Dinners.

The resort has a number of apartments adapted for people with special needs (reservation according to availability).

Baby Pantry: small kitchen equipped with a microwave for preparing baby bottles or baby food.

We offer a free safe service and are not responsible for objects left inside the apartment or forgotten/lost in other resort areas. We have a lost and found department and if the item is found, it will be sent by mail with the shipping cost paid by the guest. In case of forgotten items, the guest's contact with the resort will be awaited for a period of 90 days from the check-out date. After this period, the items will be donated.

The integrity of the apartment or suite belongings is the responsibility of the guest. In

case of damage or loss, the full value of the item will be charged at check-out.

For beach/pool towels, we provide a towel card at check-in to be exchanged for towels in the gym area, according to the number of guests in the reservation (one card per person). The cards must be returned at check-out or a charge of R\$ 60.00 per lost card will be applied.

The use of personal sound boxes is not allowed within the resort premises. Disregarding this rule will result in a R\$ 500.00 fine and recurrence will lead to contract termination, resulting in the guest's removal from the resort, without prejudice to possible legal charges.

According to Decree No. 6.022 of 01/22/2007, in order to check-in, the main data on the guest registration form must be properly filled. This data includes: full name, CPF, passport (for foreigners), ID document, full address, phone with area code, and email.

According to the Child and Adolescent Statute (Article 82 of the ECA), Federal Law No. 8.069 of 07/13/1990 and State Law No. 10.258 of 10/18/2017, it is mandatory at check-in to present the original or notarized copy of the birth certificate or photo ID document proving identity and parentage of all minors under 18 years, as well as the Accommodation Authorization, in the case of minors not accompanied by their parents or legal guardians, duly signed by them and notarized. Failure to present these documents will result in automatic reservation cancellation.

According to the Child and Adolescent Statute (Article 243 of the ECA), Federal Law No. 8.069 of 07/13/1990, the hotel will not provide alcoholic beverages to minors under any circumstances and may request identification from guests requesting drinks in order to verify age.