

GENERAL TERMS AND CONDITIONS

globboard – Marketing, Sales & Hospitality Services

Astrid Perner Management Services, Unipessoal Lda. | NIPC 519465210 | Applicable to accommodations in Portugal

SECTION 1 - SCOPE AND DEFINITIONS

These General Terms and Conditions govern the contractual relationship between Astrid Perner Management Services, Unipessoal Lda. (hereinafter "globboard") and the contracting party for the brokerage of holiday accommodation in Portugal. globboard acts as an intermediary in the name and on behalf of the respective property owners; this does not create an independent contractual relationship between globboard and the guest as a landlord in its own name.

Definitions used in these terms:

- "Guest": the natural person actually using the accommodation, including accompanying persons (e.g. family members, companions)
- "Contracting Party": the person making the booking and thereby entering into the contract with globboard; usually also the Guest
- "Consumer" and "Trader": within the meaning of the Portuguese consumer protection legislation (Lei de Defesa do Consumidor, Lei n.º 24/96) and the relevant EU consumer protection directives
- "Accommodation Agreement": the contract concluded between globboard (as intermediary) and the Contracting Party for the use of holiday accommodation (Alojamento Local) in Portugal

SECTION 2 - CONCLUSION OF CONTRACT AND PAYMENT TERMS

Reservations may be made by telephone, in writing by e-mail, or via the online booking form on the website. The Accommodation Agreement is concluded once globboard accepts the Contracting Party's booking request through a written reservation confirmation.

Electronic communications (e.g. the reservation confirmation) are deemed received at the moment the receiving party would, under normal circumstances, be able to take notice of them; receipt is deemed to occur within globboard's usual business hours.

Offers made by globboard are non-binding and valid for 48 hours from the time of sending. Acceptance after this period requires prior consultation. globboard accepts no liability for non-delivery of an offer (e.g. due to spam filters, a full inbox, or an incorrectly provided e-mail address).

Deposit and Balance Payment

Upon booking, a deposit of 30% of the total price is due, payable within 14 days of the booking date. The remaining balance is due no later than 30 days before arrival (date of receipt being decisive). For bookings made within this 30-day period, the full amount is due immediately.

Transaction costs (e.g. transfer fees) are borne by the Contracting Party. For payments by credit or debit card, the respective card provider's terms apply in addition.

For non-refundable rates and last-minute bookings, the full amount is due immediately upon booking confirmation and is charged in full; a refund is excluded in these cases.

If the deposit is not paid on time, globboard may withdraw from the contract without further notice.

SECTION 3 - SERVICES, PRICES AND PRICE CHANGES

The prices shown are total prices for the booked stay and the number of persons stated in the reservation. Costs included in the price as a flat rate cover water/wastewater, bed linen and towel service, waste disposal fees, heating and electricity, unless stated otherwise in the property description. Additional services (e.g. final cleaning, service fee, travel surcharge) are shown separately.

If the reservation confirmation differs from the property description on the website, the details in the reservation confirmation shall prevail. Obvious errors (printing or calculation errors) may be corrected.

Price adjustments up to 30 days before the start of the rental period remain reserved, provided they result from the introduction or increase of duties or taxes (e.g. Taxa Turistica) or from exchange rate fluctuations. If such a price increase exceeds 10%, the Guest is entitled to withdraw from the contract free of charge.

If a price displayed on the website or in an offer deviates obviously and significantly from the market price customary for comparable accommodation (e.g. due to a technical error, an input error, or a faulty data transmission by the booking system), globboard is entitled to challenge an already concluded booking within a reasonable period after discovering the error and to withdraw from the contract. In this case, any payments already made will be refunded in full. The Guest shall have no claim to performance of the contract at the erroneous price in such a case.

Tourist Tax (Taxa Turistica): In certain Portuguese municipalities, including Lisbon, a municipal tourist tax is charged per guest and per night. This is not included in the price shown and will be indicated separately or collected on site, where applicable under the relevant municipal regulation.

SECTION 4 - ARRIVAL AND DEPARTURE

The individual check-in and check-out times are stated in the respective reservation confirmation. Unless another time has been agreed, the accommodation may generally be occupied from 16:00 on the day of arrival; occupancy before 06:00 in the morning already counts as the previous night's stay.

The accommodation must be vacated by 10:00 on the day of departure at the latest. If the accommodation is not vacated on time, globboard is entitled to charge for an additional day.

The Guest is obliged to notify their expected arrival time. If arrival is delayed (e.g. due to traffic or weather) or does not take place at all, the agreed rental price will nevertheless be charged in full; the same applies in the case of early departure.

If unforeseeable, extraordinary circumstances completely prevent arrival, the obligation to pay for the affected days is waived; it resumes as soon as arrival becomes possible again within three days.

Visits by the globboard team for the personal handover of keys on site will be charged at EUR 149.00/hour plus mileage allowance at the rates applicable in Portugal.

SECTION 5 - WITHDRAWAL AND CANCELLATION TERMS

Withdrawal by globboard

If the agreed deposit was not paid on time, globboard may withdraw from the contract without further notice.

If the Guest does not appear by 18:00 on the agreed arrival date, there is no further obligation to provide the accommodation, unless a later arrival has been agreed. If a deposit has been paid, the accommodation remains reserved until 12:00 on the following day.

Up to 3 months before the agreed arrival date, globboard may unilaterally terminate the contract for objectively justified reasons, unless otherwise agreed.

Withdrawal by the Guest - Cancellation Fees

Cancellation must be declared in writing to booking@globboard.com and only becomes effective upon written confirmation by globboard. The date of receipt of the written notice is decisive for meeting the deadline; if the last day of the period falls on a Sunday or public holiday, the deadline shifts to the next business day.

Standard cancellation scale:

- From reservation up to 3 months before arrival: EUR 50.00 processing fee
- 3 months to 1 month before arrival: 40% of the total price
- 1 month to 1 week before arrival: 70% of the total price
- Last week before arrival: 90% of the total price
- From 2 days before arrival, no-show, or early departure: 100% of the total price

Special rates for direct bookings (season 01.09.2023-28.11.2027):

- Free cancellation up to 14 days before arrival (September, October, November, April, May, June)
- Free cancellation up to 30 days before arrival (July, August, December, January, February, March)
- Thereafter, in the case of no-show or early departure: 100% of the total price

For bookings of an entire house or three or more apartments, the following applies uniformly instead: free cancellation up to 30 days before arrival, thereafter 100% of the total price.

Bookings made via booking platforms (OTAs): free cancellation up to 30 days before arrival, thereafter 100% of the total price.

Non-refundable and last-minute rates are binding from the moment of booking confirmation and are charged in full; a refund is excluded.

Discount for voluntary waiver of cancellation rights: For bookings made at least 3 months before arrival, a 5% discount may be granted if the Guest, in return, waives their right of cancellation in writing (in the payment reference or by e-mail) and pays the full amount on time. In the case of non-arrival, no refund will be made even in this case.

In the event of a cancellation requiring a refund, a processing fee will be deducted from the refunded amount. This fee amounts to € 30.00 for cancellations made more than 3 months prior to arrival, € 40.00 for cancellations made between 1 and 3 months prior to arrival, and € 50.00 for cancellations made within 1 month prior to arrival. As an alternative to a bank transfer refund, a voucher to the value of the total booking amount – without deduction of the processing fee – may be issued upon request.

We recommend taking out travel cancellation insurance.

SECTION 6 - SUBSTITUTE ACCOMMODATION AND TERMINATION BY GLOBBBOARD

globboard may offer the Guest equivalent substitute accommodation, provided this is reasonable for the Guest - in particular in the case of a minor, objectively justified deviation. Objective justification exists, in particular, if the original accommodation has become unusable, an overbooking has occurred, previous guests extend their stay, or other compelling operational reasons apply. Any additional costs of the substitute accommodation shall be borne by globboard or the owner.

globboard is entitled to terminate a reservation without notice in cases of force majeure, strikes, war, epidemics, official orders, changed dispositions of the owners, or comparable compelling reasons; any payments already made will be refunded in full in such cases. globboard is also entitled to withdraw from a reservation within 48 hours of its receipt without giving reasons.

SECTION 7 - RIGHTS AND OBLIGATIONS OF THE GUEST

Upon conclusion of the contract, the Guest acquires the right to the customary use of the booked accommodation and its designated facilities and must observe the applicable house rules (see Section 10).

Valid household insurance is a condition of the contract and must be proven on request. Prior to arrival, a security deposit authorisation of at least EUR 300.00 gross (depending on property size) is generally obtained, usually by credit card. In the event of damage, globboard arranges for evidence collection, an inventory assessment, and contact with the Guest, and arranges tradespeople or experts where necessary; as globboard has no legal authority in this regard, all further steps (insurance processing, payment arrangements, repairs) are transparently passed on to the respective owner, who decides on the further course of action.

The accommodation may only be used by the number of persons stated in the reservation; any increase requires the prior consent of globboard. The rental property, its furnishings, and electronic and digital media must be treated with care; consideration must be shown towards other guests and neighbours.

Damage must be reported without delay; hidden defects may be reported up to 7 days after departure. Damage will first be offset against the authorised deposit; amounts exceeding this will be invoiced separately.

SECTION 8 - LIABILITY OF GLOBBBOARD

Information and property descriptions are provided to the best of our knowledge, but without guarantee of accuracy. If the accommodation does not correspond to the contractual agreement, globboard will endeavour to provide an equivalent substitute property; if this is not possible within a reasonable period or is refused for valid reasons, any diminished value will be reimbursed, provided globboard is at fault.

Defects must be reported without delay; complaints received only at or after departure can no longer be considered.

globboard's liability for damage caused by slight negligence is excluded, except for personal injury. If the Contracting Party is a trader, liability is also excluded for damage caused by gross negligence. Indirect damage, consequential damage, and loss of profit are never compensated.

SECTION 9 - PETS

Pets are permitted only in accommodations specifically designated for this purpose, subject to an additional charge, and only following prior written registration and confirmation by globboard. The Guest must properly supervise the pet brought along throughout the stay, or have it supervised by a suitable third party at their own expense, and is liable, together with their insurer, for any damage caused by the animal. Proof of appropriate pet liability or household insurance covering pet-related damage must be provided on request.

For pets that have not been registered or approved, a flat processing and special cleaning fee of EUR 190.00 gross will be charged in addition to the standard pet fee; any further costs (additional cleaning, repair of damage, loss of revenue) will be charged separately.

SECTION 10 - HOUSE RULES

Quiet hours apply from 22:00 to 07:00; holding parties is prohibited. In the case of justified complaints from other guests, a request by globboard shall be deemed a first warning; if an on-site visit is required for mediation, a flat fee of EUR 390.00 gross becomes due. If noise disturbance causes other guests to depart early, the resulting costs shall be borne by the party responsible.

Strict no-smoking rules apply indoors; in the case of violation, a contractual penalty of up to EUR 480.00 gross plus cleaning costs will be charged.

Upon departure, the accommodation must be left broom-clean, the kitchen clean, and the dishes put away; waste disposal is subject to a flat fee of EUR 30.00 gross. In the event of damage or significant soiling, an additional compensation fee of EUR 190.00 will apply.

Safety instructions regarding fireplaces and other heating appliances must be observed.

Outdoor areas are used at the Guest's own risk; in particular, there is an increased risk of tripping, falling, or drowning in the case of sloped terrain, pools, or terraces, for which neither globboard nor the owner shall be liable.

Parents are responsible for supervising their children, in particular with regard to stairs, pools, and other hazards such as barbecues, fireplaces, and kitchens.

Anti-social behaviour will not be tolerated; globboard may, in such cases, refuse check-in, cancel the booking, or request the Guest to vacate the accommodation immediately, without any refund being made.

Guest Registration Obligation (Boletim de Alojamento): The Guest is required to provide complete and accurate information at check-in for the mandatory guest registration with the relevant Portuguese authorities (SEF/AIMA), including name, date of birth, nationality, and identification document. This registration is a legal obligation for every Alojamento Local accommodation in Portugal.

SECTION 11 - EARLY TERMINATION FOR GOOD CAUSE

globboard may terminate the Accommodation Agreement with immediate effect if the Guest uses the accommodation in a significantly detrimental manner, or, through reckless, offensive, or grossly improper behaviour, unreasonably impairs cohabitation with other guests or third parties, suffers from a contagious illness or an illness extending beyond the duration of the stay, becomes in need of care, or fails to settle a due payment despite a reasonable grace period (3 days).

If performance of the contract becomes impossible due to an event of force majeure, globboard may terminate the contract at any time without notice; the Guest shall have no claim to damages in such a case.

SECTION 12 - PARTNERSHIPS AND BUSINESS MODELS

globboard maintains partnerships with selected companies and industries. As part of such cooperations, individual business models (discounts, commissions, referral fees) may apply; these affect only the participating business partners and have no impact on the services owed to the Guest.

SECTION 13 - PLACE OF PERFORMANCE, APPLICABLE LAW AND JURISDICTION

The place of performance is the location of the booked accommodation.

This contractual relationship is governed by Portuguese substantive law.

In business-to-business transactions, the exclusive place of jurisdiction is Lisbon (the registered seat of globboard); globboard is additionally entitled to assert its claims before any other competent court.

If the Contracting Party, as a consumer, has their domicile or habitual residence in Portugal, claims against them may only be brought before the court of their domicile, habitual residence, or place of employment.

If the Contracting Party, as a consumer, has their domicile in another EU Member State, Iceland, Norway, or Switzerland, the court with jurisdiction over their domicile shall have exclusive jurisdiction for claims against them.

Further information on your consumer rights can be found at: www.consumidor.gov.pt

SECTION 14 - MISCELLANEOUS

Unless otherwise specified, time limits begin to run upon delivery of the notice triggering the time limit to the party required to observe it; declarations must reach the other party by 24:00 on the final day of the period.

globboard is entitled to set off claims of the Contracting Party against its own claims. The Contracting Party may only do so if globboard is insolvent or if the Contracting Party's claim has been judicially established or acknowledged by globboard.

Should these terms contain any gaps, the applicable statutory provisions of Portugal shall apply.

SECTION 15 - ONLINE DISPUTE RESOLUTION

The European Commission provides a platform for online dispute resolution (ODR), available at: <https://ec.europa.eu/consumers/odr/>

Last updated: 15 July 2026