



## **Cancellation Policy Salinas do Grelha**

### **1. Communication Methods**

Cancellations or amendments must initially be communicated by telephone to ensure an immediate response. However, the cancellation or amendment must be officially confirmed via email, including the following details:

- Name of the booking responsible person;
- Date and time of the visit;
- Number of participants.

### **2. Cancellation Policy for Large Groups**

For large groups of more than 20 participants, the following policy applies:

- Cancellations due to health reasons or unforeseen circumstances involving 1 to 5 participants do not incur additional costs.
  
- Cancellations involving a significant number of participants (except in cases of force majeure) must be communicated at least 24 hours in advance. Otherwise, the amount corresponding to the number of people confirmed up to the moment of cancellation will be charged.

### **3. Cancellations Due to Force Majeure**

In cases where cancellation is due to force majeure, such as medical emergencies or adverse weather conditions, the situation must be communicated to our responsible team. The resolution will be discussed to reach a mutually satisfactory agreement.

### **4. Refund Policy**

Refunds for eligible cancellations will be processed within a maximum of 14 working days after the cancellation confirmation. The amount will be refunded using the same payment method as the booking. This practice complies with Portuguese legislation on service contracts.

### **5. Amendments to the Booking**

Changing the date or time of the visit is allowed, provided the request is formalised via email at least 48 hours in advance. Requests made with shorter notice are subject to availability and may incur additional administrative costs.



## 6. Penalties for Frequent Cancellations

We do not apply additional penalties to clients or entities that frequently cancel. However, we reserve the right to suspend services to clients whose conduct repeatedly causes organisational losses.

## 7. Specific Legal Clauses

The cancellation and refund conditions comply with applicable laws in Portugal. Under national legislation, the right of withdrawal within 14 days does not apply to leisure services with a specific date or period of execution.

## 8. Communication of Cancellations

Cancellation requests will be confirmed via email within a maximum of 3 working days, with details of any applicable costs or information about refunds or rescheduling.

## 9. No-Show Policy

In cases of no-show without prior notice, and in the absence of a plausible explanation communicated to our team, 50% of the total reserved service will be charged. Situations justified by force majeure will be assessed on a case-by-case basis.

## 10. Bookings with Discounts or Promotions

The cancellation policy also applies to bookings made with discounts or promotions. However, in situations involving a significant reduction in participants, the amount charged will be adjusted based on the price table previously presented to the client.

## 11. Final Recommendations

We recommend that bookings for large groups be made at least 10 days in advance, especially during the summer, due to the high demand for our services. Please refer to our website for more information about participation of children and other important guidelines.

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