

AGUA HOTELS

SPA & RESORTS

PRIVACY POLICY

Following (EU) 2016/679 European Parliament Regulation and 27 April 2016 Council on protection of individuals concerning personal data processing and free circulation of this data, and by Directive 95/46 / EC (general data protection regulation), which repeals, we inform that the information provided will be treated by this website owner for the following purposes:

CUSTOMER / CONTACT

The information provided will be treated to answer your questions or requests, and provide the services requested by you.

NEWSLETTER SUBSCRIPTION

All information provided will be treated to manage commercial information through about our hotel by regular mail, e-mail, SMS, fax or social media.

RESERVATIONS

The personal data provided in this section will be treated to manage the requested reservations for you. In all cases, the provided data can be processed to produce statistics to improve our services. Personal data will only be kept for our commercial relationship and will be blocked after its end. During the period foreseen by the regulations, this data will only be available to courts on eventual claims and then dully cancelled. The legal basis for data processing is the fulfilment of contractual obligations to request our services. Please be informed that personal data may be processed to, send information and others (offers, events, congratulations) to which you should check this communication. The data provided will be kept for this purpose, although not requesting the cessation of advertising remittances. You will have the right to withdraw your consent at any time. The consent removal will not affect the legality of the treatment based on the consent before its withdrawal. You may at any time exercise your rights to access, rectify, delete or limit the treatment, using the following email address: design@aguahotels.pt or for the address: Água Hotels Resort & Spa, Rua Mouzinho de Albuquerque, 28 R / C, 8400 Lagoa.

Upon receiving your order, we will send you a form to exercise the requested right, which must be sent with a photocopy of your CC or passport. Once such documentation is received, we will establish the exercise of your rights within the legally established, and in case of non-satisfaction, you can claim your rights from the competent authorities for that purpose.

2. COOKIES

Please check our cookies policy.

3. VISITOR REGISTRATION

In each access to the server, the IP address from where the user navigates, as well as the visited pages of Agua Hotels Resort & Spa will be record. This data will be stored in a log file for statistical purposes and to determine the number of page views.

4. HYPERLINKS

The www.aguahotels.com portal provides access to other websites managed and controlled by third parties through different links to help users search for information, content and internet services, but in any case, will be considered a recommendation or invitation to visit them. The hyperlinking of a web page from another portal in any mirai.com page must comply with the following conditions:

- Any hyperlink to the www.aguahotels.pt portal will be the home page or the main page of the sections contained within;
- There will not be any reproduction of the services or contents of the Água Hotels Resort & Spa portal;
- The website does not contain information about any illegal, unmoral to public or provides content contrary to any third party rights;
- Hyperlinks cannot be established, nor IMG or image links on the .es website without the express permission from Água Hotels Resort & Spa;
- Except the links, that are part of the web page on which it is established will not have any brand, business name, establishment logo, denomination, slogan or other distinctive signs belonging to Água Hotels Resort & Spa;
- The establishment of the hyperlink does not imply the existence of relations between Água Hotels Resort & Spa and the owner of the website or portal from which it is made, or that Água Hotels Resort & Spa has authorized the hyperlinked or had supervised it, that became aware, accepted or assumed the services and content offered on that portal. Água Hotels Resort & Spa does not sell, control or possess the content, services and information available on these web pages, and is not responsible for them or for the information and statements contained. Água Hotels Resort & Spa is not responsible for damages of any kind that may arise from access, maintenance, use, quality, legality, reliability and usefulness of the contents, information, communications, events, products and services that exist or are offered on web pages that are not managed by themselves.

5. GENERAL

Água Hotels Resort & Spa reserves, , has the right to temporarily suspend access to its website and make the necessary changes to the page, services or information offered, its presentation or location and the conditions of access and use of the Água Hotels Resort & Spa website without prior notice and at any time. All information received on this website will be considered attributed to Água Hotels Resort & Spa free of charge. E-mail will not be considered a valid means of making claims. For this, they should contact the Legal Department of Água Hotels Resort & Spa, located at Água Hotels Resort & Spa, Rua Mouzinho de Albuquerque, 28R / C, 8400 Lagoa, which will indicate, in each case, the channels to follow.

All questions relating to the Água Hotels Resort & Spa website are governed by Portuguese law and are subject to the jurisdiction of the corresponding Courts, waiving any other jurisdiction that can match.

6. ACCURACY OF DATA

The user will respond, in any case, to the veracity of the data provided, reserving Água Hotels Resort & Spa the right to exclude from the registered services any user who has provided false information, without prejudice to other actions that proceed by law. Likewise, the user must be duly authorized to provide data from third parties. Such information will allow Água Hotels Resort & Spa to supply a better service to his guests, but it optional! So, your acceptance for the final client implies the responsibility to inform the clients of our personal data protection and content of our site.

7. HOTEL RESPONSIBILITY

Access to the page does not, in any case, imply the existence of a commercial relationship between the user and Água Hotels Resort & Spa. The portal only provides information about vacancies for hotels in for the requested time period. Therefore, if you make the reservation online, you will be hiring directly with the hotel and not with the portal. The printed version of the reservation made, serves as proof when the customer arrives at the hotel. The reservation of hotel nights on this website implies adherence and acceptance by the client of every general conditions established here. By accepting the following clauses, you declare and accept:

- 1) Be of legal age and have full capacity to make a reservation, stating that you understand all conditions found on the website.
- 2) That the data provided when making the online reservation are true, complete and concise.
- 3) Only the pages included in the web map are included on the web.
- 4) That access to this site is the user's responsibility.
- 5) Once the reservation is made, the electronic document in which it was formalized will be filed: You may access it at any time.
- 6) This confirms the reservation made, the dates indicated, the number of rooms, people and the hotel chosen.
- 7) The conditions and the price of the reservation made are those expressly determined in the conditions of the rate expressly included on the page you book.
- 8) As for the interaction with the portal, this gives you the possibility to book hotel rooms chosen through its website, but does not offer any type of hotel service under its responsibility.
- 9) That your card details are collected to guarantee the reservation. Payment will be done at the chosen Hotel and only in case of cancellations or no-shows (no-shows), the reservation will be cancelled and the charge defined in the fare conditions will be made.
- 10) Offers will only be valid as long as they remain accessible to recipients of the service.

8. PRICES

The prices indicated are Public Sales Prices with VAT included.

The price includes: Price per night, depending on the type of room and regime selected, except for hotels where the inclusion of other services is specifically indicated. The price does not include: Any service not specified, as well as extras, such as transfers, commissions, phone calls, laundry services, minibars, parking, etc.

Check-in and check-out (check-out) times as a general rule and unless expressly provided otherwise with the establishment, rooms can be used from 3 pm on the day of arrival and must be released by midnight on the day of departure.

9. PASSPORTES & VISAS

All travellers, without exception (including children), must have their personal and family documents, passport or Citizen Card up to date, according to current legislation. It will be your responsibility when travel requires visas, passports, vaccination certificates, etc.

Minors under 18 must have a written authorization signed by their parents or guardians, anticipating that it can be requested by any authority. In case it is rejected by any Authority the granting of visas, for particular reasons of the user, or the entry being denied to the country due to the lack of the required requirements, or due to a defect in the required documentation, or not be a visa holder. The hotel declines all responsibility for acts of this nature, being an expense incurred by the consumer, applying in these circumstances the conditions and rules established for the no-show event.

10. MEMBERS CLUB

AH Members is a loyalty program of Água Hotels Spa & Resorts.

Our registered guests will enjoy exclusive advantages and offers, as well as discounts on their bookings.

Responsibility: In accordance with the provisions of the current regulations on Personal Data Protection, the guest's data will be incorporated into the processing system owned by Água Hotels Spa & Resorts.

Legitimation: The legal basis for the processing of the guest's personal data is by their own consent for the purpose of:

- To manage and fulfil the advantages associated with membership in the Club, these being exclusive offers, as well as discounts;
- The management of sending information and ordinary communications through the contact provided the user;
- The management of sending commercial information, promotions and/or discounts.

Água Hotels Spa & Resorts reserves the right to temporarily suspend access to the Members Club and make the necessary changes to the page, services or information offered, its presentation or location and the conditions of access and use of the Água Hotels Spa & Resorts Members Club without prior notice and at any time.