



Cancellation Policy

Rate and deposit

The rate applicable to the reservation will be calculated automatically by the Website taking into account the selected dates, the selected villas and the number of guests.

The User must pay the amount indicated in the reservation form available on the Website, to guarantee the booking under the desired conditions.

When booking via the Website, Four Seasons Country Club reserves the right to:

- (a) Request full payment for the accommodation at the time of booking; or*
- (b) Request full payment for the accommodation, four weeks prior to arrival date.*

Unless explicitly stated otherwise, the rate displayed on the Website for each reservation includes the taxes legally due, with the exception of the municipal tourist tax, if applicable. Taxes will be calculated depending on the services contracted by the User.

The credit card indicated at the time of booking will be requested at check-in, if necessary, for the purpose of payment of the remaining price of the stay.

Changing the reservation

The User may change their reservation, as long as they inform Four Seasons Country Club at least 48 hours in advance, through the following channels:

- Telephone number: +351 289 357 000*
- E-mail address: reservations@fscqdl.com.*

Changing the reservation may imply payment of the difference in rate in relation to dates, villas and number of guests.

Changing the reservation less than thirty days in advance is subject to the prior agreement of Four Seasons Country Club and may entail the payment of additional fees.

Cancelling the reservation

Cancellation of the reservation by the User, up to four weeks before the departure date, will result in the loss of the Deposit paid at the time of reservation.

Cancellation of the reservation by the User, less than four weeks before the arrival date, will result in the loss of the total payment amount.

Non arrival.

If the User does not arrive at the Resort within 24 hours after 11:59 pm on the check-in date, Four Seasons Country Club reserves the right to disregard the reservation, unless the User provides additional information about the new check-in date by that time, within the original reservation dates.

Four Seasons Country Club is not responsible for disregarding the reservation under the terms set out above.