



TOUR OPERATOR AGREEMENT 2018/2019

Agency:	World Avenues Travel S.A.
Contact:	Alaa Huseen
Address:	14, Rue Ferrier, CH-1201 Geneva, Switzerland
Telephone:	20 227 269 770
E-mail:	contracting2@world-avenues.ch
VAT:	CHE 109 867 307

Dear Partners,

First, we would like to thank you for your cooperation with Altis Hotels for the period 2017-2018.

We are very pleased to send attached our contracts, for the next season 2018-2019, for the following hotels :

Altis Grand Hotel * * * * *
Altis Avenida Hotel * * * * *
Altis Belém Hotel & Spa * * * * *
Altis Prime * * * * *

If the rates on our website www.altishotels.com do not allow your markup of 25%, Altis Hotels will concede a 20% commission applied on the Best Available Rate, over the same room type, excluding packages. The commission must be mentioned on the reservation email/form.

For further information, please feel free to contact us. Contracts will only be valid after we receive them fully signed and stamped. All contracts must be sent to our offices to the following e-mail address: rfurtado@altishotels.com

We will do all our best for next season to be a success for both parts. We remain at your disposal for anything you might need.

Best regards,

Ricardo Furtado
Director de Vendas
Sales Director

rfurtado@altishotels.com
Altis Hotels Alma de Lisboa
Lisbon's Soul
www.altishotels.com

26-09-2018

TOUR OPERATOR AGREEMENT 2018/2019

Altis Grand Hotel *****
Address: Rua Castilho, 11 1269-072 Lisboa
Telephone: 213 106 000
Email FIT: reservations@altishotels.com
Email Groups: groupsalesaltis@altishotels.com
VAT: 500 017 450

Agency: World Avenues Travel S.A.
Contact: Alaa Huseen
Address: 14, Rue Ferrier, CH-1201 Geneva, Switzerland
Telephone: 20 227 269 770
Email: contracting2@world-avenues.ch
VAT: CHE 109 867 307

Rates T.O BB	01.Nov.18 to 30. Nov.18 01. Mar.19 to 11. Apr.19		01.Dec.18 to 27. Dec.18 02.Jan.19 to 28.Feb.19		22.Apr.19 to 30.Jun.19		28.Dec.18 to 01.Jan19 12.Apr.19 to 21. Apr. 2019 01.Jul.19 to 31.Aug.19	
NET Rates					01.Sep.19 to 31.Oct.19			
	Single	Double	Single	Double	Single	Double	Single	Double
Superior Room	€ 120	€ 130	€ 115	€ 125	€ 170	€ 180	€ 155	€ 165
Deluxe Room	€ 140	€ 150	€ 130	€ 140	€ 200	€ 210	€ 180	€ 190
Special Offers only for Superior and Deluxe Rooms (only applicable on accomodation rates)	Stay 4 - Pay 3				Stay 6 - Pay 5			
	EBD: 10 % a 45 Days				EBD: 15 % a 90 Days		EBD: 15 % a 60 Days	
	EBD: 20 % a 60 Days				EBD: 20 % a 120 Days		EBD: 20 % a 90 Days	
Junior Suite Single/ Double	€ 240		225		€ 320		€ 340	
Extra bed Max. 1 per room On request			€ 40 per night Net				€ 50 per night Net	
Spa Treatment - GSPA RELAX	* Spa Treatment: € 35.00/ Net price per person							
HB Supplement	** € 30.00 per adult, € 15.00 per child from 3 to 12 (incl.), free from 0 to 2 (incl.)							
Incl. Mineral water, coffee/ tea	€ 7,50 per person meal							
Wine Supplement								
Allotment	Free Sale up to a max of 5 rooms - Excluding the room type 'Junior Suite' (on-request)							
Release	Subject to Stop Sales							

Applicable Conditions on the Rates Mentioned Above

MINIMUM LENGTH OF STAY -> 3 NIGHTS: Easter (from 18th to 21st April 2019) and New Year (From 28th Dec.2018 to 02nd January 2019) with minimum length of stay - 3 nights - Don't need to be exactly on these period of days.

Contracted Offers: are not cumulative, they are subjected to stop sales and they are not applicable for Junior Suites. Also not applicable on Half board supplement and Spa. Half Board not valid for these days: 24th, 25th and 31st December, 1st January, 14th February and 21st April.

***G Spa by Altis Grand Hotel:** Access to the ThermoFit is included on the rates mentioned above

Exfoliation 15 Min (Hands and Feet) and Massage 30 Minutes (Neck and Back). At the pool of Gspa by Altis Grand Hotel children are welcome until 6pm when accompanied by an adult, after this time, access is limited to guests over 16 years of age. Access to the jacuzzi, turkish bath and sauna is exclusively for guests over 18 years old.

Wi-fi : It's included on the rates mentioned above, in all rooms and public areas

**** New Year's Eve Dinner:** € 195 per person/ children 3-12 years old : € 97,50 | Commissionable value in 5%

The enclosed rates are only valid for brochures and you must increase them with a minimum mark-up of 25%. In any case, those rates can be placed "Online" or sent to "online" tour operators (OTA). These rates cannot be sold on any website.

City Tax: Not included on the above rates. This fee must be paid directly at the hotel and corresponds to 1.00 € per person per night applied to a maximum of 7 nights (up to a maximum of 7.00 € per person).

Stop Sales:

2018: From 05 to 09 November

2019: from 16th to 19th March | from 25th to 31st March | from 28th May to 07th June | from 26th to 28th September | Websummit 2019 future dates (to be confirmed)

As reference, we would like to inform you our Rack Rates for 2018/2019:

01 November 2018 to 31 October 2019	RACK RATES	Superior	Deluxe	Júnior Suite
	Single / Double	€ 700	€ 900	€ 1 200

Payment Conditions:

30 days credit with plafond of €1.000,00: X

By signing this contract the agency agrees to these rates and general sales terms, established on this contract:

For Hotel

Name / Function /Date

For Agency

Name / Function /Date

Sara Abdalwaked
contracting agent
World Avenues S.A

27.09.2018

WORLD AVENUES
 14, rue Ferrier, CH- 1202 Geneva, Switzerland
 Tel : + 41 22 906 94 00 Fax : + 41 22 906 94 10
 www.world-avenues.ch

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26-09-2018

TOUR OPERATOR AGREEMENT 2018/2019

Altis Avenida Hotel *****
Address: Rua 19 Dezembro, Nº 120, 1200-360 Lisboa
Telephone: 210 440 000
Email FIT: reservationsavenida@altishotels.com
Email Groups: reservationsavenida@altishotels.com
VAT: 500 017 450

Agency: World Avenues Travel S.A.
Contact: Alaa Huseen
Address: 14, Rue Ferrier, CH-1201 Geneva, Switzerland
Telephone: 20 227 269 770
Email: contracting2@world-avenues.ch
VAT: CHE 109 867 307

Rates T.O BB	01.Nov.18 to 27.Dec.18 02.Jan.19 to 11.Apr.19		22.Apr.19 to 30 Jun.19 01.Sep.19 to 31.Oct.19		28.Dec.18 to 01.Jan.19 12.Apr.19 to 21.Apr.19 01.Jul.19 to 31.Aug.19	
NET Rates	Single	Double	Single	Double	Single	Double
Classic	€ 125	€ 140	€ 195	€ 210	€ 175	€ 190
Superior	€ 145	€ 160	€ 235	€ 250	€ 200	€ 215
Deluxe (Balcony)	€ 175	€ 190	€ 285	€ 300	€ 240	€ 255
Suite Rossio	€ 240		€ 350		€ 310	
Special Offers only for Classic, Superior and Deluxe Rooms (only applicable on accommodation rates)	Stay 5 - Pay 4					
	EBD: 10 % a 60 DIAS		EBD: 15 % a 90 DIAS		EBD: 10 % a 60 DIAS	
	EBD: 20 % a 90 DIAS		EBD: 20 % a 120 DIAS		EBD: 20 % a 90 DIAS	
Extra bed Max. 1 per room On request	€ 90 NET per night - available only for children from 3 to 12 – if shared the room with 2 adults					
HB Supplement	** € 30.00 per adult, € 15.00 per child from 3 to 12 (incl.), free from 0 to 2 (incl.)					
Incl. Mineral water, coffee/ tea	On request					
Wine Supplement	On request					
Allotment	Free Sale up to a max of 2 rooms - Excluding the room type 'Suite Rossio' (on-request)					
Release	Subject to Stop Sales					

Applicable Conditions on the Rates Mentioned Above

MINIMUM LENGTH OF STAY -> 3 NIGHTS: Easter (29.Mar.18 to 02.Apr.18) and New Year (28.Dec.17 to 02.Jan.18) with minimum length of stay - 3 nights - Don't need to be exactly on these period of days.

Contracted Offers: are not cumulative, they are subjected to stop sales and they are not applicable for Junior Suites. Also not applicable on Half board supplement and Spa. Half Board not valid for these days: 24th, 25th and 31st December, 1st January, 14th February and 21st April.

Supplements for special dates menus to be advised - Christmas Dinner/Lunch, New Year's Gala dinner, New Year's Lunch, St. Valentine dinner and Easter lunch

The enclosed rates are only valid for brochures and you must increase them with a minimum mark-up of 25%. In any case, those rates can be placed "On line" or sent to "on line" tour operators (OTA). These rates cannot be sold on any website.

Wi-Fi: It's included on the rates mentioned above, in all rooms and public areas

City Tax: Not included on the above rates. This fee must be paid directly at the hotel and corresponds to 1.00 € per person per night applied to a maximum of 7 nights (up to a maximum of 7.00€ per person).

Stop Sales:

2018: From 05 to 09 November

2019: 16th to 19th March | 25th to 31st March | 27th April 2019 | 28th May to 08th June | 26th to 28th September | 7th and 8th October | Futuras datas Websummit 2019 | Volvo Ocean Race dates (still to define)

As reference, we would like to inform you our Rack Rates for 2018/2019:

01 November 2018 to 31 October 2019	RACK RATES	Superior	Deluxe
	Single / Double	€ 800	€ 1 000

Payment Conditions:

30 days credit with plafond of €1.000,00: X

By signing this contract the agency agrees to these rates and general sales terms, established on this contract:

For Hotel

Name / Function /Date

For Agency

Name / Function /Date

Sara Abdalwahed
contracting agent
World Avenues S.A
27.09.2018

WORLD AVENUES
 14, rue Ferrier, CH- 1201 Geneva, Switzerland
 Tel : + 41 22 906 94 00 Fax : + 41 22 906 94 10
 www.world-avenues.ch

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TOUR OPERATOR AGREEMENT 2018/2019

Altis Belém Hotel & Spa *****

Address: Doca do Bom Sucesso, 1400-038 Lisboa

Telephone: 210 400 200

Email FIT: reservationsbelem@altishotels.com

Email Groups: reservationsbelem@altishotels.com

VAT: 500 017 450

Agency: World Avenues Travel S.A.

Contact: Alaa Huseen

Address: 14, Rue Ferrier, CH-1201 Geneva, Switzerland

Telephone: 20 227 269 770

Email: contracting2@world-avenues.ch

VAT: CHE 109 867 307

Rates T.O BB	01.Nov.18 to 27.Dec.18 02.Jan.19 to 14.Mar.19		15.Mar.19 to 11.Apr.19 22.Apr.19 to 30 Apr.19		28.Dec.18 to 01.Jan.19 12.Apr.19 to 21.Apr.19 01.Mai.19 to 31 Oct.19	
NET Rates	Single	Duplo	Single	Duplo	Single	Duplo
Deluxe	€ 160	€ 180	€ 210	€ 230	€ 250	€ 270
Club Balcony	€ 380		430		€ 480	
Diplomatic Suite	€ 570		650		€ 760	
Special Offers only for Deluxe (only applicable on accommodation rates)						
Stay 5 - Pay 4						
EBD: 10 % a 60 DAYS						
EBD: 20 % a 90 DAYS						
EBD: 10 % a 90 DAYS						
EBD: 20 % a 120 DAYS						
Extra bed: Max. 1 por quarto On request	€ 75 NET per day from 12 to 17,99 years old. Children up to 11,99 years old: Free					
HB Supplement	* € 35.00 per adult, € 12.50 per child from 3 to 12 years (incl.), free from 0 to 2 years (incl.)					
Incl. Mineral water, coffee/ tea	€ 9.00 per person meal					
Wine Supplement	€ 9.00 per person meal					
Allotment	Free Sale up to a max of 1 room - Excluding the room type 'Diplomatic Suite' (on-request)					
Release	Subject to Stop Sales					

Applicable Conditions on the Rates Mentioned Above

MINIMUM LENGTH OF STAY -> 3 NIGHTS: Easter (from 18 to 21 April 19) and New Year (from 28.Dec.18 to 01.Jan.19) with minimum length of stay - 3 nights - Don't need to be exactly on these period of days.

Contracted Offers: are not cumulative, they are subjected to stop sales and they are not applicable for Junior Suites. Also not applicable on Half board supplement and Spa. Half Board not valid for the nights of 24th, 31st December and 14th February. As an exception we can only apply Half-board on lunch time.

* **New Year's Eve at Restaurant Mensagem:** € 165 per person NET / children 5-12 years old : € 82.50 NET |

The enclosed rates are only valid for brochures and you must increase them with a minimum mark-up of 25%. In any case, those rates can be placed "Online" or sent to "online" tour operators (OTA). These rates cannot be sold on any website.

ThermoGarden at Bspa by Karin Herzog: It's included on the rates mentioned above

Wi-Fi : It's included on the rates mentioned above, in all rooms and public areas

City Tax: Not included on the above rates. This fee must be paid directly at the hotel and corresponds to 1.00 € per person per night applied to a maximum of 7 nights (up to a maximum of 7.00€ per person).

Stop Sales:

2018: 14 and 15 November

2019: from 16th to 19th March | from 25th to 31st March | from 28th May to 07th June | from 26th to 28th September | Websummit 2019 future dates (to be confirmed)

As reference, we would like to inform you our Rack Rates for 2018/2019:

01 November 2018 to 31 October 2019	RACK RATES	Deluxe	Club Balcony	Diplomatic Suite
	Single / Double	€ 1 000	€ 1 100	€ 1 500

Payment Conditions:

30 days credit with plafond of €1.000,00: X

By signing this contract the agency agrees to these rates and general sales terms, established on this contract:

For Hotel

Name / Function /Date

For Agency

Name / Function /Date

Sara Abdalwahed
contracting agent
World Avenues S.A.
26.09.2018
14, rue Ferrier, CH-1202 Geneva, Switzerland
Tel : + 41 22 906 94 00 Fax : + 41 22 906 94 10
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26-09-2018

TOUR OPERATOR AGREEMENT 2018/2019

Altis Prime Hotel ****

Address: Rua Rodrigo da Fonseca, Nº 4, 1250-191 Lisboa
Telephone: 210 456 000
Email FIT: reservations@altishotels.com
Email Groups: groupsalesaltis@altishotels.com
VAT: 500 017 450

Agency: World Avenues Travel S.A.

Contact: Alaa Huseen

Address: 14, Rue Ferrier, CH-1201 Geneva, Switzerland

Telephone: 20 227 269 770

Email: contracting2@world-avenues.ch

VAT: CHE 109 867 307

Rates T.O - Room Only	01.Nov.18 to 27.Dec.18 03.Jan.19 to 31.Mar.19	01.Apr. To 11.Apr 19 22.Apr.19 to 30 Jun.19 01.Sept.19 to 31.Oct.19	28.Dec.18 to 02.Jan.19 12.Apr.19 to 21.Apr.19 01.Jul. to 31.Aug.19
NET Rates	Single or Double	Single or Double	Single or Double
Suite Superior T1	€ 100	€ 145	€ 135
Suite Deluxe T1	€ 110	€ 155	€ 160
Suite Club T1	€ 130	€ 175	€ 190
Suite Premium T2	€ 195	€ 265	€ 285
Special Offers only for Superior, Deluxe and Club (only applicable on accommodation rates)	EBD: 10 % for 60 DAYS EBD: 15 % for 90 DAYS	Stay 6 - Pay 5 EBD: 10 % for 90 DAYS EBD: 15 % for 120 DAYS	
Extra bed Max. 1 per room On request	€ 40,00 per night NET		€ 50,00 per night NET
Breakfast Supplement	€ 15 per adult € 7,50 per child		
Allotment	Free Sale up to a max of 2 Apartments		
Release	Subject to Stop Sales		

Applicable Conditions on the Rates Mentioned Above

MINIMUM LENGTH OF STAY -> 3 NIGHTS: Easter (29.Mar.18 to 02.Apr.18) and New Year (28.Dec.17 to 02.Jan.18) with minimum length of stay - 3 nights - Don't need to be exactly on these period of days.

Contracted Offers: are not cumulative, they are subjected to stop sales and they are not applicable for Junior Suites. Also not applicable on Half board supplement and Spa. Half Board not valid for these days: 24th, 25th and 31st December, 1st January, 14th February and 21st April.

Twin Beds: Not available on Superior and Deluxe Suites

Maximum Capacity: Premium Suite - 2 Bedrooms / 4 Adults ; Club Suite - 2 Adults + 1 Children OR 3 Adults

The enclosed rates are only valid for brochures and you must increase them with a minimum mark-up of 25%. In any case, those rates can be placed "On line" or sent to "on line" tour operators (OTA). These rates cannot be sold on any website.

ThermoFit at Gspa by Altis Grand Hotel, located at Altis grand Hotel: It's included on the rates mentioned above

Wi-fi : It's included on the rates mentioned above, in all rooms and public areas

City Tax: Not included on the above rates . This fee must be paid directly at the hotel and corresponds to 1.00 € per person per night applied to a maximum of 7 nights (up to a maximum of 7.00€ per person).

Special rates for Long-stays (more than 14 nights): On Request

Stop Sales:

2018: 09 and 10 November

2019: from 16th to 19th March | from 25th to 31st March | from 28th May to 07th June | from 26th to 28th September | Websummit 2019 future dates (to be confirmed)

As reference, we would like to inform you our Rack Rates for 2018/2019:

01 November 2018 to 31 October 2019	RACK RATES	Superior Suite	Deluxe Suite	Club Suite	Premium Suite
	Single / Double	€ 700	€ 800	€ 900	€ 1 200

Payment Conditions:

30 days credit with plafond of €1.000,00: X

By signing this contract the agency agrees to these rates and general sales terms, established on this contract.

For Hotel

Name / Function /Date

For Agency

Name / Function /Date

Sara Abdalwahed
contracting agent
World Avenues Travel
27.09.2018

14, rue Ferrier, CH-1201 Geneva, Switzerland
Tel : +41 22 906 94 00 Fax : +41 22 906 94 10
www.world-avenues.ch

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26-09-2018

General Sales Terms Altis Hotels

Article 1 : Reservations

The reservations should be done directly by the agency with the Hotel. Upon the act of booking, the Agency agrees to inform, besides the usual details, the payment method as well as the arrival time of the guest. Any extra service, not included in the voucher, will be paid directly by the client to the hotel.

Article 2 : Rates / Family Policy

The mentioned rates are per room and per night, including breakfast buffet at the restaurant (except for Altis Prime whose rates are room only), as well as services; CITY TAXES NOT INCLUDED. CITY TAXES PAID DIRECTLY AT THE HOTEL. Rates for Half Board and Drinks Supplement are per person and per service.

Accommodation at Altis Grand Hotel, Altis Belém and Altis Prime: Maximum 1 child per room (free of charge until 12,99 years old), when sharing with 2 Adults.

Accommodation at Altis Avenida Hotel: maximum 1 child per room (free from 0 to 2 years old and from 3 to 12 years old they pay €90,00, when sharing with 2 adults)

Cot and extra bed: According to availability and room types.

Article 3 : Allotment / Stop Sales

The Agency will confirm the reservations within the established release terms.

After the release period, the rooms will be held at the Hotel's disposition, without any penalties charge for the Agency. The Hotel may interrupt the allotment, giving full written notice to the Agency before the arrival date. The Agency must report the contact for Stop Sales, under the penalty of not receiving properly the closed dates. The agency won't be able to blame the Hotel for the omission.

Article 4:

NoShow/ Cancellations

All cancellations and reservations changes must be written and sent directly to the hotel.

Cancellation Policy at Altis Grand Hotel, Altis Avenida Hotel and Altis Belém Hotel & Spa

From November 2018 to March 2019 (except Easter and New Year): Cancellations until 24hours before the arrival date are free. To all cancellations with less than 24hours of the arrival date or No Shows, the hotel will charge 100% of the total amount of the stay.

From April to October 2019, Easter and New Year: Cancellations until 3 days before the arrival date are free. If cancelled between 3 or 48h before the arrival date, the hotel will charge 50% of the total amount of the stay. To all cancellations with less than 48 hours before the arrival date or No Shows, the hotel will charge 100% of the total amount of the stay.

Cancellation Policy at Altis Prime

From November 2018 to March 2019 (except Easter and New Year): Cancellations until 48hours before the arrival date are free. To all cancellation with less than 48hours of the arrival date or No Shows, the hotel will charge 100% of the total amount of the stay.

From April to October 2019, Easter and New Year: Cancellations until 5 days before the arrival date are free. If cancelled between 5 or 72h before the arrival date, the hotel will charge 50% of the total amount of the stay. To all cancellations with less than 72 hours before the arrival date or No Shows, the hotel will charge 100% of the total amount of the stay.

In dates of Congress dates, Reveillon (29th ,30th and 31st December 2018 | 1st and 2nd January 2019) and Easter, the penalties for cancellations made with less than 14 days will be fully charged, 100% of the contracted services. All cancellations must be sent written to the hotel(s).

Article 5 / Early Departure

In case of early departure the Hotel will charge the full stay.

Article 6/ Payment

In case of credit concession, all invoices must be paid within 30 days from its date. The bank details are the following:

[Handwritten signature]

26-09-2018

Hotel	Altis Grand Hotel	Altis Prime	Altis Belém	Altis Avenida
Entity	ALTIS SA			
VAT	500 017 450			
Bank	NOVO BANCO		Caixa Geral de Depósitos	
Bank Address	Avenida da Liberdade, 195 1250-142 Lisboa	Avenida da Liberdade, 195 1250-142 Lisboa	Rua Castilho, Edifício Heron 1250-071 Lisboa	Rua Castilho, Edifício Heron 1250-071 Lisboa
Account Number	0231 9380 0003	0231 9380 0003	006180-431	006180-431
NIB	0007 0023 00193800003 18	0007 0023 00193800003 18	0035 0229 00006180431 52	0035 0229 00006180431 52
SWIFT	BES CPTPL	BES CPTPL	CGD IPTPL	CGD IPTPL
IBAN	PT50 0007 0023 0019 3800 0031 8	PT50 0007 0023 0019 3800 0031 8	PT50 0035 0229 00006180 431 52	PT50 0035 0229 00006180 431 52
Payment contacts	Raquel Xavier	Raquel Xavier	Raquel Xavier	Raquel Xavier
Telephone	213106126	213106126	213106126	213106126
E-mail	rxavier@altishotels.com			

In case the Agency fails with the articles 1 to 6, the Hotel may cancel the contract, unilaterally and in written. The Agency will be charged based on the rate determined by the Bank of Portugal: 3% per month. In case the initial allowed credit facilities fail, the credit will be cancelled for all the hotels of Altis Hotels.

Article 7 : Validity / Mark-up

This contract is exclusively for inclusion of Altis Hotels in brochures, assuming the right exhibition with colored pictures and texts with prior approval of the hotel and distribution through the retail network of agencies. The Altis Hotels Sales Department must receive one copy of the printed brochure within 90 days before the brochure publication or the Hotel may suspend the contract.

Fit Rates are valid for individual reservations until the maximum of 10 rooms in Altis Grand Hotel 5 rooms in the other hotels of the group. Group/Series Rates are applied for requests with at least a minimum of 10 stays and/or a minimum of 11 rooms. The application of Tour Operator rates is valid after signing and returning the Contract to the hotel. In case the contract is not signed and sent to the hotel, the property will have the right to apply for the best available rate of that day.

To maintain consistency on market rates, the Hotel requires that the mark-up applied to the contracted rate at a minimum of 25%. Should the operator change the percentage of mark-up informed by the Hotel, this one won't be responsible for any rate disparity.

Article 8 : Rate Changes

The Hotel reserves the right to change the present rates in case of VAT taxes changes, sending written information to the agency.

Article 9 : Rules of Good Conduct

The outside food and beverages consumption are not allowed inside the Hotel premises, apart from those supplied by the Hotel itself. Should any clients, during their stay at the Hotel, cause any damages, losses or troubles that may disturb the normal functioning of the Hotel, or any other act that may jeopardize the normal course of the events and the Hotel good name and reputation, they will pay for the damages caused and the Hotel will eventually may cancel any provided services without being entitled to give any compensation. The Agency commits to inform these rules to its clients. The Hotel declines any responsibility in the event of major force incidents or others without direct responsibility of the Hotel (fire, flood, strike...)

Article 10 : Use of Spa and Health Club

At Altis Grand Hotel swimming pool children are welcome until 4p.m., when accompanied by an adult. From this time, the access is limited to those over 16 years of age. Minors of 18 years of age are not allowed to use the Fitness room, the jacuzzi, sauna and turkish bath. As for spa treatments, children can only have access to treatments from the age of 16 with parental permission and presence. It is mandatory to use swimming caps and appropriate swim clothes for swimming pool and Jacuzzi.

Article 11 : Responsibility

If by any reason whatsoever, the Hotel is unable to lodge the Agency's clients according to the contract, the Hotel agrees to provide alternative lodgings in another hotel, with the same category or above. The Hotel will support any price difference without being entitled to give any compensation to the agency or guest.

Article 12 : Jurisdiction

The present contract is subject to the Portuguese law and any disputes that may arise from it will be held in Lisbon courts.

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26-09-2018