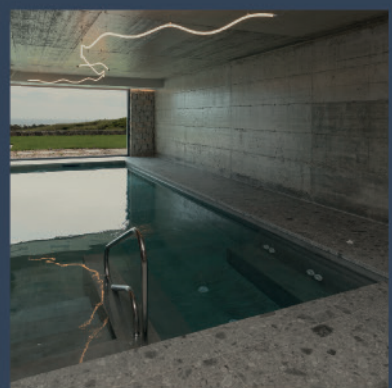


Santa Cruz

NATURE HOUSE

country house REGULATIONS



CHAPTER I GENERAL PROVISIONS

Article 1 Concept and Scope

This Regulation governs the operation of the establishment known as Santa Cruz | Movement & Nature House, located at Estrada da Praia Azul No. 14, 2560-396 Silveira.

Article 2 Principles of Operation

The operation of the Country House must be governed by the following general principles:

- a. Fulfilment, reflected in the alignment between the needs expressed by the guests and the activities and benefits provided;
- b. Quality, following criteria and procedures leading to excellence and impeccability of the services provided.

Article 3 Object

The Country House aims to ensure the pleasure associated with staying in a pleasant and welcoming place, as well as to foster all the benefits resulting from “healthy” body movement.

To associate movement actively, harmoniously and safely, contributing to improving physical and mental health and well-being. This is the spirit behind this new concept of the Movement House. Spend enjoyable days in a location that combines seaside and countryside, with the opportunity to engage in and learn a variety of physical activities that promote health and prevent illness.

Article 4 General aims

Aims of this Regulation:

- a. Organize the structure of services adequately, considering the needs of the guests;
- b. Ensure full understanding among employees, collaborators, service providers and guests of their rights and duties towards the Institution;
- c. Promote the quality of services provided.

Article 5 Specific aims

Aims of the Country House include the development of activities in the following areas:

- a. Programs designed by experts in neuroscience and movement, aimed at stimulating the combination of physical activity, cognitive stimulation and healthy movement to improve health and well-being;
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b. Open to all who wish to take advantage of the opportunity, during a vacation period, to combine relaxation with equally enjoyable activities focused on health promotion. This opportunity is open to healthy individuals without physical limitations, as well as to people with health issues whose autonomy does not limit participation in these programs;

c. Offering experiences such as nordic walking, biking, yoga, water activities, tai-chi, ai-chi, pilates, theatre and movement, dance, cooking workshops, etc.;

d. Hosting meetings and corporate events in an environment with the ideal ambiance and energy to make them a truly unforgettable experience. Located where harmony between the countryside and the sea prevails, we plan a range of activities that combine the promotion of healthy movement with social interaction.

Article 6 **Influence area**

Anyone over the age of 17 who requests it, whether national or foreign, can access the Country House.

The Country House is dedicated to guaranteeing the pleasure associated with staying in a pleasant and welcoming place, as well as cultivating all the benefits resulting from “healthy” body movement.

CHAPTER II **MANAGEMENT STRUCTURE AND CORPORATE**

Article 7 **Personal aim**

This Regulation applies to:

- a. Employees and collaborators of CNS Santa Cruz, regardless of their affiliation with the Institution;
- b. Users of the Country House or their legal representatives, regardless of the type of stay;
- c. Administrators of CNS Santa Cruz.

Article 8 **Management Structure**

CNS Saúde, Lda, based at Bairro de Santo António, No. 47, 2560 - 280 Torres Vedras, is the company that operates the Country House, duly registered with a compatible Articles of Association. It is registered in the National Register of Tourist Enterprises (RNET) as a Country House (TER) under number 11881, dated March 17, 2024, valid until May 21, 2029.

Article 9 **Social Entities and Functions**

The Country House is managed by the executive board, composed of the managing partners of CNS Saúde, Lda. The committee meets annually to approve the Financial and Management Reports of the current fiscal year and to define the planning for the following year.

It is also the responsibility of this committee to delegate to the operational team of the Nature House the following functions and obligations:

- a. Ensure the quality of services provided to guests;
- b. Represent the Country House to official entities, as needed;**
- c. Ensure compliance with applicable legal and regulatory provisions, as well as procedures and technical-normative guidelines issued by competent services;
- d. Plan, direct, coordinate, and control the activities of the various services of the Nature House, without prejudice to the competencies of the administration;
- e. Propose all the necessary initiatives to improve the structure, functioning and coordination of services;
- f. Propose to the Board of Directors the general rules of organization regarding human resources, financial management, commercial relations, and partnerships;**
- g. Authorize all of the expenses for maintenance and repair of facilities and equipment necessary for normal and convenient operation;
- h. Authorize, upon proposal from the Nature House Management and Service Coordinators, the acquisition of materials necessary for the normal functioning of services and the introduction of new equipment, provided **there are proven qualitative and economic benefits;**
- i. Establish agreements and other agreements with other entities;
- j. Approve the price list and conditions of use;
- k. Take all necessary measures for the conservation of assets;
- l. Develop and propose to the Board of Directors the general rules of organization regarding human resources, **financial management, commercial relations and partnerships.**

CHAPTER III **SERVICES STRUCTURE**

Article 10 **Types of services**

The Country House comprises the following services:

- a. Accommodation with the possibility to stay in single rooms, double rooms or suites.
 - b. Reception service at the front desk from 8:00 AM to 6:00 PM, 7 days a week. This service includes:
 - Registration of guest check-ins and check-outs;
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- Accommodation booking service (via phone, website, email, or through booking channels);
- Receipt, storage, and delivery of messages, mail, and other items intended for guests;
- Providing information to the public and guests about available services;
- **Safekeeping service for valuables in the back-office safe, upon request;**
- Booking additional services such as massages and individual therapy sessions or sports activities;
- **Assistance in arranging taxi bookings or other requests for tourist activities in the region offered by partners or public entities in neighboring municipalities.**

c. Outside of this period, only a limited but continuous 24-hour support service will be provided. Late arrivals **may be requested but are subject to confirmation.**

d. Leisure and wellness services organized and coordinated with the Movement Therapy Team (Physiotherapy, Nutrition, Martial Arts, Yoga, Water Activities in the lagoon, Outdoor Activities, Dramatic Expression, Traditional Games, Dance, Pilates).

Article 11 **Hours of operation**

The Country House operates continuously, 24 hours a day, 7 days a week.

It is recommended that:

- a. Check-in be conducted between 2:00 PM and 6:00 PM;
- b. Check-out be conducted between 8:00 AM and 12:00 PM.

Check-in and check-out outside regular hours require confirmation from the operational team.

Article 12 **Meals**

Depending on the accommodation package, guests are entitled to the following meals, available at specified times:

- a. Breakfast: 8:00 AM to 10:00 AM;
- b. Lunch: 12:30 PM to 2:30 PM;
- c. Afternoon Snack: 4:30 PM to 5:30 PM;
- d. Dinner: 7:00 PM to 9:00 PM.

Breakfast is included in all rates offered to guests. Other meals may be included in the programs offered, as per commercial proposal.

The price of additional meals beyond the guest's contracted plan is available for consultation in the general price list.

Any other food and beverage consumption outside meal times is subject to payment according to the current price list, available for consultation at reception or in the dining area. Meals not included in the guests' contracted packages will be served upon prior request during the designated times.

The menus at the Country House are created by a local chef, inspired by traditional Portuguese dishes and **primarily using regional products. The daily menus include options of meat, fish, and vegetarian dishes**, as well as dessert. Daily menus are available for consultation in the dining area and may vary based on seasonal product availability.

Meals include water, fresh juice, and house wine. Other beverages are available at an additional cost, according to the price list.

Article 13 **Cleaning service**

The Country House has a cleaning service available daily.

The rooms and their bathroom facilities are cleaned and tidied daily between 10am and 2pm. After this time, guests who do not wish to be disturbed during this period can exceptionally request out-of-hours service at reception. This will be provided according to availability.

The bed linen change service is carried out whenever new guests leave and enter. During the stay, sheets are changed every 3 nights. The exceptional daily change service can be requested by the guest and will be carried out according to availability. There will be no charge for this extraordinary service.

Towels can be changed daily, whenever guests request, following the instructions in the room (if you leave **the towels hanging, they will not be changed, if you leave them on the floor, they will be removed and replaced with new ones**). If the guest chooses to always leave them hanging, they will be changed at the same frequency as the sheets, that is, every 3 days.

The cleaning and sanitizing service of the sanitary facilities is carried out in accordance with the Country House hygiene plan and recorded on a sheet posted inside the facilities.

Article 14 **Laundry service**

The laundry service for sheets and towels made available for guest use is carried out by an external supplier.

Guests' personal laundry services are also available upon request.

Article 15 **Information**

Guests staying in program stays are informed of their contents by email before arrival, or upon check-in.

Upon arrival, the Host informs guests of the services and equipment available and gives a guided tour explaining the common service equipment and rooms.

In the reception area there are information leaflets on tourist attractions, entertainment, cultural agenda, tourist, natural, historical, ethnographic, gastronomic and scenic heritage of the region and neighbouring municipalities, available for guests to consult.

A general price list for sold and additional services is available at reception for guests to consult.

CHAPTER IV RIGHTS AND RESPONSIBILITIES

Article 16 Guests Rights

Guests, regardless of the type of accommodation, are entitled to:

- a. Be treated with consideration and dignity, being respected for your personal, social, cultural, religious and political identity;
- b. Be informed of the internal regulations, which are available for consultation at reception and in the rooms;
- c. Be informed of the different services and their operation;**
- d. Use the assigned accommodation exclusively, unless instructed otherwise;
- e. Suggest changes in the functioning of the service whenever necessary and with due advance notice;
- f. Inviolability of correspondence and accommodation, in which case it is not permitted to make changes or eliminate items or other objects without prior authorization from you or your respective legal representative;
- g. Receive and make telephone calls from telephones installed in your room, the expenses of which will be your sole responsibility;
- h. Confidentiality of all services provided;**
- i. Be informed in a timely manner about possible changes to the service;
- j. Bring and use personal belongings as long as they do not disturb the regular functioning of Country House.

Article 17 Duties of the Guest

Guests staying at the Nature House must:

- a. Respect and comply with the provisions of these internal regulations, as well as the regulations of the gym (annex I), the spa (annex II), the lagoon (annex III) and the pool (annex IV);
 - b. Respect all guests regarding physical space, cultural and religious differences, physical and mental condition, lifestyles, and social and economic status;**
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- c. Adhere to the established schedules;
- d. It is recommended to notify arrivals and departures outside of the reception's operating hours;
- e. Maintain the accommodation and common areas in good condition, tidiness, and cleanliness;
- f. Maintain a relationship of respect, trust, confidentiality, and civility towards the Nature House;
- g. Not allow any staff member access to your room for non-contracted services not included in the stay;
- h. Not keep any kind of animals in the accommodation;
- i. Not privately offer the accommodation to third parties;
- j. Not store toxic or flammable products, candles, and similar items that may cause fires;
- k. Not smoke inside the Nature House;
- l. Consume alcoholic beverages in the Nature House in a moderate and responsible manner. The administration reserves the right to intervene and take appropriate measures if it considers that alcohol consumption is excessive or causing disturbance to other guests;
- m. Not alter locks or other mechanisms of doors and windows, nor obstruct passages of the accommodation (internally and externally);
- n. Not walk in pyjamas or underwear in common areas;
- o. Not remove utensils and equipment from the accommodation to another accommodation or outside;
- p. Possession of weapons (legal or illegal) is not permitted.

Failure to comply with the aforementioned duties grants CNS Saúde, Lda. the right to immediately terminate the accommodation contract without any refund of the previously paid amount.

CHAPTER V PRICE LIST

Article 18 Prices and Payment Conditions

- a. The prices for accommodation and services provided to the guest are defined in the Price List of the Nature House, which is included as Annex V.
 - b. Nature House may change the price list, in accordance with the legislation in force, without prejudice to the provisions of the Accommodation Contract.
 - c. In addition to the cost of the stay, all extra services requested by the guest during their stay may be added, namely: Movement Therapeutic Team (physical therapy assessment, nutrition assessment, individual session, group class), meals, spa menu, minibar, merchandising, external transportation, etc.
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d. Failure to timely pay for the stay and/or other services provided obliges the guest to pay late interest at an annual rate of 12% on the outstanding amounts, until full and effective payment is made.

CHAPTER VI PROCEDURES

Article 19

Deposit and Safekeeping of Guests' Belongings

- a. The Nature House assumes no responsibility for guests' belongings that have not been declared at check-in and entrusted to their safekeeping;
- b. Each room is equipped with a safe that the guest may use.

Article 20

Termination of Service Provision

1. The accommodation contract terminates in the following situations:
 - a. Non-payment of the stay.
 - b. Guest dissatisfaction.
 - c. Failure to comply with the rules and regulations established at the Nature House.
2. Termination may be initiated at any time by either the guest or CNS Saúde, Lda. It must be made in writing with a notice period of 12 hours.

CHAPTER VII FINAL PROVISIONS

Article 21

Complaints Book

1. In accordance with current legislation, the Country House has a complaints book, which can be requested at the reception and/or from the director of the unit.
2. The management of the complaint is the responsibility of the director of the unit and/or the board of directors.

Article 22

Amendments to the Regulations

In accordance with current legislation, the board of directors and/or, by delegation, the director of the unit, must inform the guest of any amendments to these regulations, including the date when such amendments come into effect.

Article 23

Integration of Gaps

In the event of any gaps, they will be addressed by the Board of Directors, taking into account the applicable legislation and regulations on the matter.

Silveira, 15th of july, 2024
Administration Board



Santa Cruz

Movement & Nature House

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