



COSTEIRA PALACE BEACH RESORT ALL INCLUSIVE POLICIES

DOCUMENTS TO BE PRESENTED AT CHECK-IN:

Passport. Only original document will be accepted. Photocopy will not be accepted. Children's Passport must also be original. Photocopy will not be accepted. Minor Guest Authorization with notarized signature is required. There are three possible scenarios. Please identify which one applies:

- Minor traveling unaccompanied;
- Minor traveling with only one parent;
- Minor traveling with a designated guardian.

Note: Do not confuse Travel Authorization with Lodging Authorization.

CHECK-IN AND CHECK-OUT TIMES:

Check-in: 3:00 PM

Check-out: 12:00 PM

LUNCH AFTER CHECK-OUT:

Charged at BRL 150.00 per adult and BRL 75.00 per child aged 0 to 12. Access is limited to the Atlântico restaurant from 12:00 PM to 1:30 PM and includes alcoholic and non-alcoholic beverages. Reservations with a minimum stay of 4 nights include a complimentary lunch after check-out.

TOURISM TAX:

BRL 4.00 per day. (Optional fee)

**WI-FI:**

Free Wi-Fi access is available in all resort areas.

PARKING:

BRL 30.00 per vehicle per day.

We are responsible for guests' vehicles as long as they are parked in the designated parking areas. Guests are solely responsible for any belongings left inside the vehicle.

PETS:

Pets are not allowed at the resort.

CHILD POLICY:

One (1) child aged 0 to 12 staying with two paying adults in the same room is free of charge.

ACCOMMODATIONS:

We offer Superior Apartments with No Sea View, Luxury Apartments with Sea View, and Family Suites.

Apartments accommodate up to 4 people, including children. Family Suites accommodate up to 5 people: 3 adults and 2 children (0–12 years), or 2 adults and 3 children (0–12 years).

Apartments are configured with 2 double beds. Family Suites include 2 double beds and 1 single sofa bed.

VOLTAGE:



Rooms are equipped with 220v outlets.

The resort is not responsible for damage to devices due to voltage mismatch.

SERVICES NOT INCLUDED IN THE DAILY RATE:

- Photography services and photo products.
- Medical care.
- Laundry services.
- External phone calls.
- Babysitting services.
- Parking.
- Transfers and tours.
- Tourism tax.
- Audiovisual equipment (copies and printing).
- Food and beverage services in private areas or special requests.

PAYMENT METHODS:

Reservation payment must be made at the time of booking via credit card Visa, Mastercard, American Express, Elo, Dinners. Full payment is required at booking.

For extra charges at the front desk, a physical credit card with a PIN or contactless payment is required.

EARLY CHECK-IN AND LATE CHECK-OUT:

Cannot be guaranteed in advance. Subject to availability at the time of check-in or check-out, with an additional fee.

BATHTUB AND/OR BABY CRIB:

Av. Senador Dinarte de Medeiros Mariz, nº 1195 – Via Costeira – Natal/RN
Phone: +55 84 3026 5750 | Email: reservas@costeirapalace.com.br



Available upon request for use during your stay. Please ask at the front desk or request in advance through the Reservations Center. The child using these items must be included in the reservation.

BABYSITTING SERVICE:

This is a third-party service with an additional cost. It must be requested 48 hours in advance at the front desk and is paid directly to the service provider. Cancellations must be made at least 3 hours in advance; otherwise, 50% of the fee will be charged.

SMOKING:

In accordance with Federal Law No. 9.294 of 07/15/1996, smoking is prohibited in any enclosed collective environment, whether public or private. This includes any enclosed space (with roof, walls, or awnings) used simultaneously by multiple people. To ensure a smoke-free environment, a fee equivalent to one daily rate (direct sale price) will be charged if cigarette odor is detected in the room, to cover intensive cleaning and blocking of the room for one day.

THEMED RESTAURANT RESERVATION:

Jacumã restaurant specializes in contemporary cuisine.

Guests staying for 5 nights are entitled to one dinner at this restaurant. Reservations must be made at the front desk from 11:00 AM to 4:00 PM on the day of the dinner. We recommend booking as soon as you arrive, as space is limited. Guests staying fewer nights may also dine there, subject to availability and prior inquiry at the front desk.

Sleeveless shirts and swimwear are not permitted.

There is a 10-minute grace period after the scheduled time to guarantee the reservation.

DIETARY RESTRICTIONS:

We cater only to diabetes and low-sodium diets.

Gluten-free (celiac), lactose intolerant, milk protein allergy, vegan/vegetarian, or other dietary needs are not accommodated unless the guest understands our preparation limitations. In such cases, we can only exclude the triggering ingredient (possible cross-contamination) and changes must be requested in advance for kitchen pickup.

MINIBAR:

Includes one daily restock of bottled water.

OTHER INFORMATION:

- Extra charges can be paid in cash or credit cards. We accept Visa, Mastercard, American Express, Elo, and Dinners.
- The resort has a limited number of accessible rooms (subject to availability).
- Baby station: a small kitchen equipped with a microwave for preparing baby food.
- Free safe deposit boxes are available. We are not responsible for items left in the room or lost elsewhere on the property. Lost and found items will be mailed upon request (shipping costs paid by guest). Items will be held for 90 days from check-out; afterward, they will be donated.
- Guests are responsible for the integrity of all items in the room or suite. Damages or missing items will be charged in full at check-out.
- One beach/pool towel per person per day is provided in the room.
- Personal speakers are not allowed anywhere on the resort premises. Non-compliance will incur a BRL 500.00 fine and repeated violations will result in contract termination and guest removal, with possible legal charges.
- According to Decree No. 6.022 of 01/22/2007, check-in requires completed registration with full name, passport, full address, phone with area code, and email.



- According to the Child and Adolescent Statute (Art. 82 of ECA), Federal Law No. 8.069 of 07/13/1990, and State Law No. 10.258 of 10/18/2017, minors under 18 must present original passport at check-in. Unaccompanied minors must also present signed and notarized lodging authorization. Failure to present required documents will result in automatic reservation cancellation.
- In accordance with the Child and Adolescent Statute (Art. 243 of ECA), Federal Law No. 8.069 of 07/13/1990, the resort will not serve alcoholic beverages to minors under 18. Identification may be requested when ordering.