

JNcQUOI HOUSE

TERMS & CONDITIONS

Welcome to JNcQUOI House.

A Portuguese townhouse reimagined through contemporary design, thoughtful hospitality and the distinctive spirit of JNcQUOI.
To ensure a seamless experience for every Member, we invite you to review the following Terms & Conditions, which apply to reservations and stays at JNcQUOI House.

1. ARRIVAL & DEPARTURE

Check-in: from 3PM
Check-out: by 12PM

Early Check-in

Should you wish to arrive earlier, please let our team know in advance. We will be pleased to accommodate your request whenever possible, subject to availability.
Guaranteed early check-in from 8AM require the reservation of the preceding night.

Late Check-out

Should you wish to extend your stay beyond the scheduled departure time, please contact our team in advance. Late check-out is subject to availability and must be confirmed by JNcQUOI House.
A late check-out between 2PM and 5:00 PM is subject to a supplement of 50% of the applicable daily room rate. Departures after 5:00 PM will incur the full rate of an additional night.

2. RESERVATIONS, PAYMENT & CANCELLATIONS

Reservation Confirmation

Your reservation is confirmed upon receipt of the required prepayment, in accordance with the conditions communicated at the time of booking.
All applicable taxes are included in the final rate unless otherwise expressly stated.
The Lisbon Municipal Tourist Tax of 4,00€ per guest, per night, up to a maximum of 7 consecutive nights, is not included in the room rate and will be charged directly at check-in. Exemptions apply under the applicable municipal regulations, including for guests under 13 years of age.

Security Pre-Authorisation

A pre-authorisation of 300.00€ per night will be requested at check-in as security for any incidental charges incurred during your stay. This is a temporary authorisation rather than a charge and will be released following departure, subject to the processing times of the relevant financial institution and the settlement of any outstanding amounts.

Cancellation Policy

Reservations may be cancelled free of charge up to 72 hours before the scheduled arrival date. Cancellations made within 72 hours of arrival are subject to a penalty corresponding to 100% of the total stay.
Any specific rate conditions communicated at the time of booking shall prevail where they differ from the above.

Early Departure

In the event of an early departure, a charge equivalent to the remaining stay will apply.

Reservations Made for Another Guest

Should you wish to arrange a stay on behalf of another guest, please inform our team in advance and provide the necessary details to ensure a smooth arrival and check-in experience.

3. YOUR STAY AT JNcQUOI HOUSE

24/7 Butler Service & Concierge Assistance

- A dedicated 24-hour butler service and round-the-clock concierge assistance are included in your accommodation rate, ensuring attentive support throughout your stay.
- From coordinating transportation and assisting with restaurant reservations to arranging bespoke experiences and attending to individual requests, our team is available at any time to help make your stay as seamless as possible.
- While our team will always endeavour to accommodate your requests, the provision of these services does not guarantee availability, access or confirmed reservations at any particular restaurant, venue, event or third-party experience. All arrangements remain subject to availability, applicable access policies, advance booking requirements and any additional charges.
- For your convenience, an in-room safe is available in each accommodation. We kindly recommend that guests use the safe to store money, jewelry, documents, and other valuables.

No-Tipping Policy & Service Charge

JNcQUOI House operates a no-tipping policy. A service charge policy applies, reflecting our approach to hospitality and the service provided by our team.
Guests are therefore not expected to leave individual tips for team members. We invite you to enjoy your stay knowing that our service philosophy is designed to recognise the collective contribution of the team, without the expectation of additional gratuities.

Children & Occupancy

The maximum occupancy, suitability for children and any applicable age-related conditions depend on the accommodation category reserved. Please contact our team before booking if you require further information or assistance with your arrangements.

Pets
JNcQUOI House is pet friendly, however specific conditions apply. Please contact JNcQUOI House before making a reservation if you intend to travel with a pet. Any applicable restrictions, acceptance conditions and fees will be confirmed by our team in advance.
Assistance dogs are always welcome at JNcQUOI House, free of any additional charge, in accordance with applicable law.

Laundry
Laundry services may be arranged upon request, subject to availability and applicable charges. Please contact our team for details.

Parking
Valet parking is available and included in your rate. Please contact our team before arrival for information on the available parking options in the vicinity of JNcQUOI House. Any third-party parking facilities are subject to their own terms and conditions.

Transfers & Transportation
Private transfers to and from Lisbon and Cascais airports are included in your accommodation rate, subject to the applicable service conditions and advance coordination with our team.
Please contact us ahead of your arrival to arrange your transfers and confirm the relevant details. Additional transportation requirements or services beyond the included transfers may be subject to availability and supplementary charges.

Smoking
JNcQUOI House is committed to maintaining a clean, comfortable and carefully considered environment. Smoking is not permitted inside the accommodation or in any other designated non-smoking area.
A minimum cleaning fee of 2.500,00€ may apply in the event of smoking inside the accommodation, in addition to any further costs arising from damage or the need for additional cleaning or restoration.

Respect for the House & Member Privacy

- JNcQUOI House is a private and intimate environment, conceived to offer its members and guests a sense of discretion, comfort and belonging.
- To preserve the privacy of the House and respect the personal space of fellow members and guests, photography and filming inside JNcQUOI House are not permitted. Members and guests are kindly asked to refrain from taking photographs or recording videos within the House, including in shared spaces and private members' areas.
- We ask all guests to treat JNcQUOI House, its furnishings and its team with care and consideration, respecting the privacy and comfort of other guests and neighbours.
- JNcQUOI House maintains a zero-tolerance policy towards harassment, abusive behaviour, discrimination and any conduct that compromises the safety or well-being of others.
- Guests may be held responsible for any damage caused to the property or its contents during their stay. Where necessary, JNcQUOI House reserves the right to take appropriate measures in response to serious or repeated breaches of these conditions.

4. THE JNcQUOI EXPERIENCE & CLUB PRIVILEGES

A stay at JNcQUOI House offers an opportunity to discover Lisbon through the distinctive world of JNcQUOI, where gastronomy, culture, design and hospitality come together.
Subject to the terms of the reservation, the applicable Club arrangements and availability, guests may benefit from selected privileges, including:

- Access to designated JNcQUOI Club facilities and experiences, where expressly included in or confirmed for the stay.
- Assistance with reservations at JNcQUOI restaurants, subject to availability and the applicable reservation conditions.
- Access to selected experiences and events, subject to their individual terms, capacity and any applicable charges.
- Dedicated 24/7 concierge assistance and butler service to help coordinate reservations, recommendations and arrangements across the JNcQUOI universe.
- Unless expressly confirmed, these privileges do not constitute a guarantee of access, a confirmed restaurant reservation or complimentary participation in any event or experience.
- Access to private members' areas remains subject to the applicable Club rules and access conditions. Individual experiences may require advance reservations and may incur additional charges.

5. GENERAL CONDITIONS

JNcQUOI House is operated by Amorim Guedes de Sousa II, Lda., a company with registered office at Avenida da Liberdade, n.º 224, 1.º andar, 1250-148 Lisbon, Portugal, and corporate taxpayer number (NIPC) 515042757.
The conditions communicated in your booking confirmation, including any specific rate, payment, cancellation or minimum-stay requirements, form an integral part of your reservation.
Any requests concerning arrival times, special arrangements or additional services should be communicated in advance and remain subject to confirmation by our team.
JNcQUOI House reserves the right to amend or update these Terms & Conditions where necessary. The version applicable to your stay will be the version communicated or made available at the time of booking, subject to applicable law.
For assistance with your reservation or any aspect of your stay, please contact:
JNcQUOI House, Avenida da Liberdade, 189 Lisbon, Portugal - book.rooms@jncquoi.com

PERSONAL DATA PROTECTION
The performance of the obligations arising from this contractual relationship involves the processing of your personal data. Should you wish to know how your personal data are processed, as well as the rights you are entitled to, please consult our Privacy Policy, available here.

COMPLAINTS AND DISPUTE RESOLUTION
Guests may submit complaints through the Electronic Complaints Book available at www.livroreclamacoes.pt.
In the event of a consumer dispute, Guests may refer the matter to the Lisbon Consumer Arbitration Centre (Centro de Arbitragem de Conflitos de Consumo de Lisboa - CACCL), www.cniacc.pt.

