

Policies

We like to see you happy! Our aim is to provide you with the right atmosphere and commodities for you to enjoy your vacation at such a price that you can relax and just enjoy the tourist attractions of Rio de Janeiro!

Casa São Conrado is classified as a "Guesthouse" and offers pleasant and comfortable rooms in relation to this category. On the other hand, our rooms are not equipped with TV and minibar and we do not offer breakfast. In return our guests can use a well-fitted kitchen to prepare their meals and breakfast ... just like at home.

Because of the management model we have adopted to benefit our guests with particularly attractive rates, we do not have a front desk and are sometimes difficult to reach by phone, please use our e-mail and WhatsApp or chat to communicate with us.

We warn our guests that the bed linen change does not happen every day. We adopt the same pace as most private homes and change the bed sheets every three days in hot weather conditions and weekly in the winter! Even so, our staff is always at your disposal to intervene more frequently if desired.

Establishments classified as "Hotel" follow a very distinct philosophy but in exchange, they charge considerably higher daily rates... We believe that our cost / benefit ratio is excellent as evidenced by the commentaries from many of our guests in the internet... and that we really are a nice alternative!
Our policy is always to pass on to our client the cost reduction we achieve with the simplification of our management processes.

Internal rules of the house:

In case you plan to arrive at the house outside the hours stipulated for check-in (until after 17 hours on weeks days) or during the week-end, please communicate your approximate arrival time to us, to ensure that someone will be there to welcome you on you arrival.

Please remember that you have to free the room at the latest at 12 a.m on the last day of your stay in order to make it available for the personnel of room maintenance. Otherwise we would be entitled to charge you a further daily rate.

However, in case you would like to enjoy the room until 16 hours, we will be pleased to check the situation at the last moment on the day of your departure and will of course let you enjoy the room until 4 p.m. without any further cost, if there is no subsequent reservation for your room at that time.

Guests can stay with their luggage in the social part of the house to wait for their departure time.

The triple rooms are normally equipped with a double bed to which we add one (or more if possible) supplementary single beds on demand. Please let us know in advance the desired bed combination (last minute changes will not be possible).

When the room is equipped with air conditioning (this is not the case of all the rooms of the house). The use of air conditioning is subject to an extra fee of 20,00 R\$ per day when the reservation does not explicitly include "air conditioning" in the short description of the room (ex. Triple room with air conditioning).

The use of all our rooms, whether single, double or triple rooms is private, what means that no one will be entitled to share the room with you once you have reserved it. It also means that we will not accept the entry in the room of more people besides you than anticipated with a formal request (minimum 24 hours) and that a daily increment will be charged for each supplementary person.

The house has stairs and is not suitable for people with limited mobility unless they enjoy the charming atmosphere of the house and the nature and prefer to make abstraction of this inconvenience!

We have no washing machine at the disposal of guests, but we offer an external laundry service.

We have no parking at the house but there is a private parking 400 meters with a daily charge.

The house is connected to a vast network of bike paths of great beauty (along white sand beaches from Flamengo to Recreio dos Bandeirantes (over 40 km) and through the rain forest of Tijuca National Park with lookouts and waterfalls) and we have bicycles at the disposal of our guests against payment of a daily rate for maintenance and renovation.

If you do not find any one to say farewell to you when leaving the house on the last day, please just hang the keys on the key rack that you will find on the left inner side of the street door and shut the door and the front grid closed. (You could as well drop the keys into the mail box that you will find in the wall outside the house near the garage door!)

No pets are admitted in the house

The use of the kitchen is without restriction for the guests until 22 hours at night on the condition that they leave everything in a perfect state of cleanliness after using it.

There is no bar in the house

Guests are not allowed to organize parties and social gatherings with other persons than the guests of the house.

After 12 o'clock guests are requested not to maintain indoor and/or outdoor social gatherings that may disturb the sleep of other guests.

- Guests coming back to the house after 12 o'clock at night are requested to walk as silently as possible in the corridors of the house.

- We offer to our clients much lower prices than other lodging establishments with an equal or superior quality! This is not due to chance: it is the result of our deliberate efforts to reduce our administration costs!

- Our permanent cost reduction concern is the reason why we work differently than others in many ways: upon arrival for instance, you will not find any "check-in" front desk: all the administrative issues need to be clarified in advance!

- Hotels and B & Bs usually require the advance payment of 50% of the reservation... At some period of the year we ask for the advance payment of 100% of the reservation because this significantly reduces the administration of the house. This is just one of the many administrative savings that permit Casa São Conrado to offer more attractive prices to you than other accommodation services!