

FAQ'S

Your Arrival and Departure

- Check-In Time: 4:00 PM**
- Check-Out Time: 12:00 PM**

Early Check-In: Should Comporta beckon you earlier than planned, do let us know. We aspire to accommodate your early arrival with grace and flexibility, subject to availability. Booking your room from the night before remains the surest way to guarantee immediate access.

Late Check-Out: If the thought of leaving our haven leaves you wanting more time, we invite you to discuss extending your stay in your room. Subject to availability, we aim to fulfill your wish with minimal additional charges

Payment and Cancellations:

- All reservations need to be fully pre-paid to be confirmed;
- All taxes are included in the final rate;
- A preauthorization charge of €200 per suite will be done at check-in to cover incidentals;
- Reservations are fully refunded if cancelled up to 7 days prior to arrival. All other reservations cancelled after that will not be refunded;
- A two-night stay charge will be applied to your stay in the event of early departure;
- If you are arranging accommodation for someone else but will not be present at check-in, please contact us to request the necessary information.

Additional Information:

- While we adore all furry companions, we can only accommodate service dogs.
A cleaning fee of €100 applies;
- Adults only;
- To maintain the highest standard of comfort and space, we do not provide extra in-room beds;
- Laundry Service available with an additional charge.
- While there is no private parking available, there are parking spaces close to our building. We do not take responsibility or liability for vehicles parked in these areas;
- Begin and end your journey in style with our JNcQUOI Range Rover service. To fully enjoy your time at Comporta and move freely around our hub and spaces, we highly recommend and advise guests to bring their own transportation. However, if you wish, we can help organize arrival and departure Range Rover transfers or assist with car rentals for your convenience;
- JNcQUOI is dedicated to ensuring a comfortable and clean environment for all guests, maintaining a smoke-free policy with designated smoking areas provided. Should it be brought to our attention that smoking has occurred, a cleaning fee of at least €1000 will be charged;
- At JNcQUOI, we foster an environment of mutual respect and serenity. Our zero-tolerance policy towards any form of harassment ensures a peaceful and enjoyable stay for everyone.