

# Code of Conduct For Good Living in Local Accommodation



**Porto.**

## **To all guests of Local Accommodation establishments**

The marked growth of the Local Accommodation sector has transformed the tourism panorama at a global level, having contributed to giving a new life to cities - and the city of Porto was no exception. Thanks to this reality, it has been possible to register the rehabilitation of countless buildings, the creation of new (and innovative) types of accommodation, the increase in the circulation of tourists not only in the Historic Centre, but also in more peripheral areas, and the direct contribution to a growing consumption in local commerce and small businesses.

However, this almost exponential growth has also contributed to some dissatisfaction by the residents regarding the constant coming and going of people who are outsiders to the buildings, the noise of trolleys in common areas, the excessive use of lifts and staircases, the after-hours parties and other situations of misconduct and further improper practices.

In order to contribute towards the respect for the local community and to ensure that conflicts with the neighbours are minimised, this Code of Conduct for Good Living in Local Accommodation has been developed, which can help promote solid, peaceful and trusting relationships.



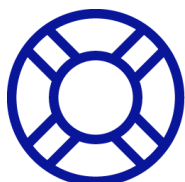
## Respect the booking rules

- Read the accommodation conditions carefully (the main accommodation booking platforms / the accommodations themselves provide all the necessary information to ensure an exemplary stay);
- Keep to the established timetable (check-in, check-out);
- Do not exceed the number of guests contracted at the time of booking;
- If you wish to add guests, please contact the accommodation manager;
- Respect the maximum capacity of the accommodation;
- Ask the owner for documents / information about the Cancellation Policy.



## Respect the rules of the accommodation and of the condominium

- Please read all the information provided in the accommodation carefully, namely the Information Booklet;
- Respect the condominium rules;
- Ensure correct handling of equipment to avoid unnecessary damage;
- Report any anomalies which are identified, for their prompt repair;
- Smoke only in the designated smoking areas;
- Contribute to the smooth running of the accommodation and the building in which it is located;
- Leave the accommodation clean, hygienic and tidy.



## Respect the safety rules of the accommodation and the building

- Do not leave doors open and respect all security rules communicated by the Accommodation Manager;
- If you suspect of the presence of foreign elements in the building, contact the accommodation manager;
- Behave in a responsible and compliant manner (remember that there may be video surveillance systems in the building).



## Maintain good relations with the neighbours and/or other guests

- Be courteous;
- Respect the neighbourhood;
- Ensure the safety of all;
- Promote the well-being and tranquillity of the building.



## Avoid unnecessary noise and respect the hours of rest

- According to the General Noise Regulation, it is not allowed to make noise between 11pm and 7am. Therefore:
  - Avoid making excessive noise, especially in common areas;
  - Avoid slamming doors;
  - Avoid listening to music and watching television at high volume;
  - Avoid using noisy devices at night;
  - Avoid making any other unnecessary noises;
- Do not have parties if these are forbidden or if prior authorisation from the accommodation manager is required;
- Respect break times (remember that you are staying in a building where there are permanent residents and/or other guests who have the right to their peace and quiet).



## Be conscious and respect the environment

- Save water and energy;
- Adopt good environmental practices (do not change towels for each use; avoid the use of disposable plastics);
- Keep all spaces (both inside the accommodation and in the surrounding area) clean;
- Put the rubbish in the places designated for this purpose (do not leave paper, food scraps or other waste in the common areas or other places which are not used for this purpose);
- Separate your waste properly and dispose of it in the suitable containers. In Portugal:
  - Paper and Cardboard go in the Blue recycling bin;
  - Plastic and Metal go in the Yellow recycling bin;
  - Glass goes in the Green recycling bin.



## Respect the rules applicable to pets

- Always walk your pet on a leash and collar;
- If you own a dog of one of the seven breeds considered potentially dangerous in Portugal (Argentinian Dog, Brazilian Cattle Dog, Pitbull Terrier, Rottweiler, American Staffordshire Terrier, Staffordshire Bull Terrier or Tosa Inu), you must muzzle it on public roads, besides always walking it with a leash and collar;
- Ensure that your pet stays in its designated places in the accommodation and does not damage the space;
- Avoid leaving any kind of dirt in the flat or communal areas and ensure the immediate cleaning of the spaces, should this happen.



## Help local economy and the community

- Buy products preferably from local shops;
- Support the resident community and local economy;
- When buying perishable goods, if they are left over and in good condition, offer them to some association in the city or let the accommodation manager know;
- Choose outdoor activities;
- Choose environmentally friendly transportation.

We believe that the promotion of well-being and the adoption of good practices are the pillars for the creation of relationships based on respect, capable of minimising future constraints and ensuring the success of an activity which has brought (and will certainly continue to bring) so many benefits to the city of Porto. Therefore, it is important to commit to work together for a tourism of excellence, quality and trust.

Reading this document does not invalidate the consultation of other documents, elements and information which are essential for the good management of Local Accommodation establishments.

The section for the Local Accommodation Mediator in the Citizen Portal of the Porto City Council provides this and other reference documents, as well as other relevant information about Local Accommodation.

For any additional information or question, please contact us through the Porto Line (+351 220 100 220) or the form provided.



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