

## GENERAL BOOKING TERMS AND CONDITIONS

All bookings made with Erossea Villa require the guest's signature on the confirmation booking form as acceptance of the following booking terms and conditions.

1. **BOOKING**  
A non-refundable deposit of 30% of the booking rates must be paid on the day of the booking by wire transfer to confirm the booking.
2. **MINIMUM STAY**  
The minimum booking of the property is for 3 consecutive nights.
3. **PAYMENT OF THE REMAINING BALANCE**  
The balance due as per the booking confirmation/invoice must be paid 60 days before guests arrival.  
For bookings made within 60 days of the arrival date, the guest will be required to pay the full amount of the confirmed booking at the time of booking.
4. **CANCELLATION POLICY**
  - Any cancellations received 60 days or more prior to arrival are subject to a cancellation fee of 30% of the total amount of the booking (Non refundable deposit).
  - Any cancellations received less than 60 days prior to arrival are subject to full payment of 100% of the total booking amount.
  - All cancellations must be sent to Erossea Villa in writing by email to [reservations@erosseavilla.com](mailto:reservations@erosseavilla.com).
5. **SPECIAL OFFER BOOKINGS**  
For any special offer bookings where a discount is involved full payment must be made at the time of booking.  
**SPECIAL OFFER CANCELLATION POLICY**
  - Any cancellations of special offer or discount bookings received 60 days or more prior to arrival are subject to a cancellation fee of 50% of the total amount of the booking.
  - Any cancellations received less than 60 days prior to arrival is subject to full payment of 100% of the total booking amount.
  - All cancellations must be sent to Erossea Villa in writing by email to [reservations@erosseavilla.com](mailto:reservations@erosseavilla.com).
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6. **INSURANCE**  
Booking is under the condition that your party is covered by comprehensive travel insurance including coverage against booking cancellation and against personal injury.
7. **LAW - JURISDICTION**  
In the event of any dispute concerning the terms and conditions of this contract, the parties agree that any such disputes shall be settled by International arbitration in accordance with the Rules of Conciliation and Arbitration of the International Chamber of Commerce.

## EROSSEA VILLA HOME RULES

- ARRIVAL AND DEPARTURE TIME

Arrival and departure are agreed at the time of booking. Erossea Villa recommends:

Check-IN time from 14.00 pm

Check-OUT time until 11.00 am

Please inform Erossea Villa of your expected arrival time in advance, by email to [reservations@erosseavilla.com](mailto:reservations@erosseavilla.com).

In case of flight delays or any inconvenience while traveling, contact us at the earliest at the phone number +30 697 15 444 10. We cannot guarantee early check-ins or late check-outs unless confirmed by us in advance.

- CLEANING & HOUSEKEEPING SERVICE

Erossea Villa provides daily cleaning, daily change of towels and change of the linen on request - green card. Should the guests require extra housekeeping service, please advise us at the time of booking.

- BREAKFAST & CHEF SERVICE

The booking rates include breakfast service.

Should the guest require a private chef or a caterer, please advise us the details at the time of the booking. All quoted charges are required to be prepaid at the time of booking with any specified extra service.

- EXTRA SERVICES & EXTRA PAYMENT

Erossea Villa will be happy to arrange additional services, sightseeing and activities upon request. We recommend that any extra services are booked well in advance to avoid disappointment. All quoted charges for extra services must be prepaid at the time of booking.

Erossea Villa accepts payments by Euro/Mastercard, Visa, Maestro or Cash.

Erossea Villa reserves the rights to pre-authorize credit cards prior the arrival.

- NUMBER OF PERSONS & BEHAVIOR & DAMAGES TO THE PROPERTY

Only those guests listed on the Booking form may use the property. Photocopies of passports of all guests will be requested upon arrival.

The guests are responsible for the proper and decent behavior of his/her party. The guests are required to report any damages to Erossea Villa and to bear the cost of any repairs or replacement.

The refundable damage fee is €500 and has to be pre- paid before arrival. Should any member of the guests party behave disrespectfully towards the property and its contents, Erossea Villa reserves the right to ask all guests to vacate the property immediately.

- CHILDREN POLICIES

Children are welcome on our property. It is important to us to be informed about the age of the children before finalizing the booking in order to provide any additional services.

- PETS

Pets are not accepted in our property.

- SWIMMING POOL & JACUZZI

The pool and Jacuzzi will be kept clean and operational by the property staff. The pool area is NON protected children area, we require you keep your children under strict supervision around the pool or Jacuzzi areas during your stay.

- WATER

Please note that our property is located on a small island with severe problems of drought. Therefore, water is a commodity to be used wisely.

- INTERNET SERVICE

Erossea Villa provides Internet service. In case of technical problem beyond our control we can not guarantee the provision of technical service to re-establish the connection.

- PHOTOGRAPHY

Photographs taken at the property cannot be used or sold for profit without written authorisation from the Erossea Villa owner.

- VALUABLES

Valuables left at the property are at the guests risk. Erossea Villa can not be held responsible for their loss or misplacement. We offer individual safes in each room.