



Terms & Conditions

PROPERTY AND OWNER CONTACT DETAIL

Villa address: Villa Elaia, 73008 Almyrida, Apokoronas, Chania, Crete.

Owners: Christiane & Christian Metzdorf; Tel +49 172 73 95 456; Email info@villa-almyrida.com

ETL License: 1197227

AMA Register No.: 00001168530

ESSENTIAL INFORMATION

Board - The villa is rented out on a self-catering basis only.

Smoking - is strictly prohibited within all rooms of the villa.

Pets - are not allowed.

Occupancy - The villa accommodates up to 4+2 people in comfort (infants up to 3 years do not count). Do not exceed the number of guests staying in the accommodation other than the numbers given on your original booking as entry into the accommodation will be refused unless prior authorization in writing has been given before the arrival date. Please contact us on time if the number in your party changes.

Arrival and Departure - The villa is available from 4pm on the day of arrival until 10am on the day of departure. If you have unfavourable flight times, please contact us, we will always try to accommodate you taking the schedule of the previous or subsequent guests into account.

Services included in the price

- **Electricity, water and air conditioning** - all bedrooms have air-conditioners (cool and heat). The water is heated by either solar panel or a back-up immersion heater.
- **Internet** -Free internet access is available at the villa (see internet section).
- **Linen & cleaning service** - The villa is prepared and cleaned ready for your arrival with weekly maid service (tidy up, change bed linen and bathroom towels). Bed linen and towels are supplied for the number of guests stated on the booking form for the usage inside the villa.
- **Cot** – A travel cot including mattress for infants up to three years old is at your disposal for free.
- **Pool** – The pool is for your exclusive usage. The pool is cleaned twice a week in the main season, once a week in the off season.

Support while you are on Crete

You can contact us via email, WhatsApp, Signal, Viber, Telegram or phone. Additionally, we have a local English speaking villa manager who service the villa and is available to assist you in an emergency or should you have a problem with the villa or the facilities.

Book of Instructions

You will find a book of instructions in the property. Please read these and make sure that all members of your party are aware of the rules and information.

BOOKING THE VILLA

1. **Age** - The villa will not be rented out to groups of persons under 23 years of age, unless a prior agreement has been made with us.
2. **Price** - Price, along with payment details are confirmed at the time of reservation.
3. **Reservation** - Your reservation is confirmed by the completion and return of our booking form, the acceptance of our terms and conditions and the receipt of the deposit on our account. Due to the Greek law regulations, you are obliged to submit your Identity card number or passport number to us. If your Nationality is Greek, you are obliged to submit your TIN instead of a passport number or identity card. This information is part of the booking form.
4. **Booking Confirmation** - Bookings are treated as confirmed once the full payment has been received. Receipt of payment is confirmed by email.
5. **Security Bond** - We hold a 300 EUR bond in case of loss or damage to the villa or its contents. The bond is refunded after departure less any costs incurred within 7 days via the agreed payment method.
6. **Deposit and Payment** - A deposit of 25% is required to reserve the villa. Final payment is to be made 6 weeks before arrival including security bond. We accept payment in EUR by bank transfer, credit card or by PayPal. Payment method is to be agreed within the booking form. We reserve the right to cancel any bookings where the balance has not been paid by the agreed due date unless otherwise agreed and confirmed in writing (email).
7. **Cancellation** – In case of cancellations that are made at least 10 weeks prior to the arrival date the deposit will be refunded. In all other cases:
Deposit paid - balance outstanding → no refund.
Deposit and balance including security bond paid → refund security bond only.
Bank fees will be deducted from the refunded deposit or the security bond.
8. **Correspondence** - We will confirm booking, receipt of payment, and correspond generally by email.
9. **Final information** (directions etc.) are provided after receipt of payment or 4-6 weeks before arrival.
10. **Water and Heating** - Tap Water can be used for taking showers and cooking but is NOT SUITABLE for drinking. The water is heated by either solar panel or a back-up immersion heater. The villa can be heated by the air conditioning units. The use of the inside corner fireplace is not allowed.
11. **Insurance** - We recommend that you take out comprehensive travel insurance as protection in case of cancellation and to cover you for medical costs.
12. **Changes by you** - If you want to make any changes to your confirmed booking, we will try to assist you. We cannot guarantee that we will be able to meet your request.
13. **Changes by us** - As owners we try to avoid making changes to your confirmed booking but reserve the right to do so, this will only happen if absolutely necessary. We will tell you as soon as possible, if we are unable to offer you accommodation for the period you require. We will offer you a full refund then but are not liable for any expenses caused by these circumstances.
14. **Building Work** - From time to time, building work and the associated noise is unavoidable. We do not control such work and we do not receive advance notification of when such work will commence. We will notify you as soon as we are made aware of any building work that may affect your holiday. However, we will not offer compensation as this is totally beyond our control.

- 15. Villa Facilities and Maintenance** – We do everything that the villa, gardens and pool are well maintained, that the appliances in the villa are in good working order and that the villa is well equipped. We cannot mitigate against unforeseen breakages, breakdown or general damage or loss. Advertised contents may vary at the time of your stay, therefore.
- 16. Disruption to Utilities (phone, electricity, water)** - The infrastructure in Crete is not the same as you may be used to at home. There can be disruption to services from time to time with service resumed a while later. Disruption to utilities is out of our control and no compensation can be offered for disruption of services (mobile network, power cuts and water supply).
- 17. Internet Service** – The villa has internet connection via Wi-Fi. Availability of internet is subject to the service status of the ISP. No compensation can be offered due to disruption or lack of service during your stay. In the event of an outage, guests should report to us, or our villa manager and we will report the problem to the service provider.
- 18. Our Responsibilities**
- As owners we promise to provide your accommodation with all reasonable care. We cannot accept liability for any death, personal injury, sickness, accident, loss (including luggage & personal effects), suffered by the client or their party plus any other visitor to the villa or villa grounds including swimming pool.
 - The promises we make about the accommodation are in accordance with the laws and regulations of Greece and the EOT. In the event of any claim or complaint, the laws of Greece will be used as the basis for deciding.
 - We have the right to terminate your stay at any time during your rental period, due to rowdy/noisy behaviour, breaking rules, being a danger and showing lack of respect towards the property, local neighbours, subcontractors of the property, racism etc. In these circumstances we reserve the right to refuse to complete your holiday arrangements and you will not be due for any refund, compensation, return of deposit or any other costs you have to pay. We cannot accept responsibility for the behaviour of others in your accommodation. It is responsibility of the party leader to control all members of their party.
 - We cannot be held responsible in any way if war, riots, civil commotion, terrorist activities, strikes, disaster, weather conditions, technical problems, local noise or disruptions or any other events including any changes or closures to area amenities or attractions mentioned on the description or if advertised elsewhere and are beyond the control of us.
- 19. Your Responsibilities**
- Parents must always accompany and supervise children in and around the accommodation and the swimming pool. Children are always the sole responsibility of their parents in case of accidents.
 - To ensure that all windows, doors and gates are closed and locked (if applicable) and all lights and air conditioning units are switched off when vacating the property at all times, especially when vacating for the final time. Refrain from leaving key safe unlocked, or from leaving items of value in the garden (excludes outside furniture). Also, when vacating the accommodation for the final time always leave the property clean and tidy as you found it on arrival.
 - To report any damage or breakages to the villa or contents including outdoor furniture that occur during your stay so that we can repair or replace the item and maintain the villa facilities in full for the following guests and maintain.
 - You must not sublet the accommodation.
 - Parties are not allowed.
 - The person making the booking accepts these terms and conditions on behalf of all party members.

20. Problems during your stay / Complaints

- All complaints or problems should be notified to us or the villa manager immediately so that we have sufficient opportunity to investigate the complaint and / or take remedial action.
- We ask guests to be courteous and allow access to the villa managers or other service providers needed to carry out any works etc.

21. Prices

We reserve the right to alter the prices on our advertising at any time. The price you have contracted to pay is fixed in accordance with your reservation confirmation email.

22. Distances

All distances and times between places mentioned in the accommodation descriptions are stated as an estimate and have not been measured.

We have the right to change or alter these terms and conditions at any time without prior notice given. All changes and alterations will be updated on our web site (www.villa-almyrida.com) immediately.