

Villa Asteri Booking Terms & Conditions

In making a booking **you are agreeing to the following booking terms and conditions** so please read carefully. All bookings will form a contract between the lead guest and the property owners.

BOOKING – In making this booking, the named person on this booking agrees on behalf of all persons in their party that he/she has read these terms and conditions and has the authority to and does agree to be bound by them.

This Agreement is between us: **xxxxxxxxxxxxxx** the “owners” and you: **xxxxxxx** lead “guest” name.
We the “owners” agree to let to you the “guest” the following property:
Villa Asteri, Old Skala, Eleios-Pronnoi, Kefalonia 28082

Duration: **xx** nights

Check-in date: **xxxxxxxxxx**, dd/mm/yyyy after 3:00pm (No early check-in please)

Check-out date: **xxxxxxxxxx**, dd/mm/yyyy by 10:00am (No late check-out please)

Number of adults: x

Number of children: x

Rental amount: £

PAYMENT METHODS

Direct bookings – Bank transfer or online credit/debit card payment

Visa, Mastercard, Amex, Apple Pay and Google Pay accepted.

Card payments are securely processed by Stripe - www.stripe.com

Card processing fees apply.

VRBO, Trip Advisor, Holiday Lettings, Booking.com & Airbnb bookings - Credit card.

These online marketplaces charge additional service fees and commissions.

DAMAGE DEPOSIT – Unless otherwise agreed a refundable damage deposit of £250 is required.

Direct bookings - This must be received with your final payment 60 days prior to arrival.

This is refunded within 7 days after check out.

VRBO-bookings - Any claims for damages will be processed and charged by VRBO.

PAYMENT – For bookings made more than 8 weeks (60 days) prior to arrival, a 25% non refundable deposit is required to confirm the booking. The outstanding balance is due 60 days prior to arrival.

A reminder will be emailed to you for payment of the outstanding balance.

If your payment of the balance is not received by the due date, we reserve the right to cancel the booking with consequent forfeiture of the booking deposit.

For bookings made less than 8 weeks (60 days) days prior to arrival payment in full is required to secure the booking.

CANCELLATION POLICY – If you cancel your booking the following cancellation charges apply:

Cancellations that are made more than 8 weeks prior to arrival date: 25% booking deposit only.

Cancellations that are made less than 8 weeks prior to arrival date: 100% of the full booking price.

If your payment of the balance is not received by the due date, we reserve the right to cancel the booking with consequent forfeiture of the booking deposit.

Cancellation after your stay commences or early departure does not warrant any refund.

If in the unlikely event we cancel your booking for reasons other than Acts of God, natural disasters, extreme weather or other events out of our control we will refund all monies paid to us.

Please ensure that you have adequate insurance in place to cover such eventualities.

The Damage Deposit is fully refundable provided that the following provisions are met:

- **No damage is done to property or its contents, beyond normal wear and tear. The cleaners check the villa regularly during their cleaning schedule. Please report any significant damage that may occur during your stay directly to me.**

We do not charge for broken glasses, plates etc. but please advise me by email so that the cleaners can replace for the next guests.

- All dishes, utensils and cooking equipment are washed dried and put away and the kitchen area including fridge and oven are left as you would expect to find them. This is not the responsibility of the maids.
- At the end of the rental period the guests should leave the property in similar condition to that in which it was found.
We reserve the right to deduct any charges for excess cleaning upon checkout if the villa from your security deposit.
- No hairdryers, plug adapters, linens, towels including pool towels, other items are lost or removed from the property. An inventory check is performed after you checkout. We reserve the right to deduct the full replacement cost of missing items from your security deposit.
- No damage by goats has occurred to the gardens as a result of the drive gate not being kept securely closed at all times.
- All debris, rubbish and discards are placed in the rubbish bins provided.
- No broken glass is found in the pool.
- Routers/modems and wireless AP equipment has not been reset or interfered with. See Wi-Fi section below. We reserve the right to deduct the call out charge, currently €60 from your security deposit should you or members of your party interfere with or reset the equipment.
- All keys are left as directed, the safety deposit box left open and the villa is left locked.
- No charges are incurred due to illegal activity, pets or collection of rents or services rendered during the stay.
- The guest(s) is not evicted by the owner (or representative of the owner) or law enforcement agencies.
- Guest numbers do not exceed maximum allowed occupancy. See below.

MAXIMUM OCCUPANCY - In order to comply with insurance, licensing and health and safety regulations the maximum occupancy of the villa is six (6) persons plus baby. The cleaners will report any over occupancy. Exceeding the maximum occupancy may result in eviction by the owners, their agents or local law enforcement agencies.

ARRIVAL DEPARTURE – Arrival **no earlier than 3:00 pm**. Departure **no later than 10.00 am**.
The cleaners and maintenance team need time to clean and prepare the villa for arriving guests.

VILLA INFO – HEALTH AND SAFETY

- The villa will be cleaned and linen and towels changed before your arrival and once during the week, (an additional Saturday clean for two week bookings) and upon your departure. We reserve the right to charge for excess cleaning.
- The laundry bin in the parking area is for use of the laundry service and cleaners only. **Do not** take items from this. The cleaners will replace towels bath mats and bed linen once (mid week) during your stay.
- Children must be supervised at all times, particularly around the pool and outdoor areas.
- The tiled floor surface inside and outside the villa may at times become wet due to the maids cleaning them or traffic to and from showers or the pool. Nonslip mats are provided on all patio doors, bath mats for bathrooms. Please ensure children and the elderly in particular take due care. The bathrooms are wet rooms and extra care should be taken by those not familiar.
- The villa is set on a hillside and the gardens and grounds are landscaped with several retaining walls ranging in height from 1 to 2.5 metres. There are several old terrace walls hidden by undergrowth around the grounds and children should be discouraged from exploring.
- The pool pump room is strictly out of bounds.
- The property is strictly non-smoking. If you choose to smoke outside, please be mindful of the fire risk and dispose of smoking material appropriately. **DO NOT** throw lit cigarette butts over walls/into garden areas.

FIRE RISK: In recent years there have been several wildfires started by irresponsible use of barbecues/discarded cigarettes.

- **During the summer months there can be a high fire risk on the island. In the event of fire or any other emergency call 112 (English)**

- When using the BBQ or outdoor pizza oven please be aware of the fire risk, do not leave unattended and ensure it is completely out before disposing of the embers.

Do not use the pizza oven if the chimney is not present.

There are seasonal bans on the use of BBQ's which includes the pizza oven. You will be advised if in effect.

- The villa is fitted with a smoke alarm and fire extinguishers as required by Greek law.

- Wi-Fi internet access is provided throughout the villa. Line speed is 6-10 Mbps but can be erratic at times.

PLEASE NOTE: Due to the nature of the Greek Telephony infrastructure internet access cannot be guaranteed.

In the event of an outage please do not interfere with the routers. Email me or call maintenance who will do their best to resolve.

- Please place pool towels on the padded sun loungers before sunbathing to avoid unsightly stains of lotion etc.

- Please do not apply sunscreen/lotion whilst sitting on the bedspreads as this may result in unsightly stains.

- If you choose to feed the semi feral cats please do so well away from the villa and outdoor areas and under no circumstances use the villa crockery for such purposes!

INFINITY POOL: Depth 0.5 - 1.9m. Strictly no diving

- Always supervise children and non-swimmers in and around the pool area. **The pool is unfenced.**

- Beware of dangerous surfaces, drainage channels slippery tiles or raised edges. Never walk along the infinity edge.

- Do not run around the pool side, this especially applies to children with wet feet. Some patio areas may be slippery when wet.

- No inflatable mattresses/toys etc in the pool. There are steep drops from the infinity edge and falls may result in injury or death.

- The pool is professionally maintained; it will be cleaned and the water quality checked prior to check in. A pool net is provided to clean away leaves etc. During your stay.

- **Pool heating: In order to manage expectations please note that the system raises the pool temperature approximately 4-6°C above ambient. This makes the pool feel warmer but does not make it a 'hot' pool. Low night temperatures, wind and rain can all reduce the actual water temperature and the ability of the pool heating to work effectively.**

The pool heating does not operate in June, July and August. Additionally, at other times should the pool temperature exceed 26°C the pool heating automatically switches off.

INSURANCE - Guests are reminded that they are responsible for their own travel insurance and that the owners are not liable for any injury or damage to guests and or their belongings during their stay.

It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

Furthermore the owners cannot be held responsible for Acts of God, natural disasters, extreme weather events, airline failure, cancelled flights and other events out of our control.

Please ensure that you have adequate insurance in place to cover such eventualities.

If any of the legal requirements set out in these terms and conditions are inoperative or impractical, or become so after completion of the contract, the effectiveness of the remainder of the contract will not be affected.