

Villa Mia Detailed Booking Conditions

1. Payment

A 20% (non-refundable) deposit of the total cost is due at the time of booking. The remaining 80% is due in full 8 weeks before departure. Where booking is made within 8 weeks of departure, the full amount is due immediately.

Payment may be made by cheque drawn on a UK bank, or by BACS deposit or electronic funds transfer to our bank in the UK or in Greece. If paying within the UK, currency used must be GBP (pounds sterling). If paying to Greece, payment may be made in sterling or Euros.

2. Confirmation of Booking

Booking will be confirmed upon receipt of deposit by our bank. Confirmation will be sent by email or post, depending on the method preferred by the customer. The confirmation will detail the due date and amount of the final balance.

3. Cancellation

Customers are strongly advised to take out their own holiday cancellation insurance.

If you do need to cancel your holiday we will make every reasonable effort to re-let the property and return to you any payments made, minus administration fee and re-advertising costs. However, it must be recognised that re-letting cannot be guaranteed, and that any refund made is a gesture of goodwill and not an obligation on our part.

In the event of your needing to claim on holiday insurance, we will make every effort to provide you with any documentation necessary to prove fees paid.

4. Not Included in your Price

Villa rental prices do not include personal, travel and cancellation insurance; travel costs to the property, full resort representation or any consumable items other than those provided in the property on arrival. House towels may be used at the poolside but please note that beach towels are not provided. If you should need to make an emergency call out to our house manager which requires him to make a special visit for something which could have been avoided you will be charged a call-out fee.

5. Included in your Price

Prices quoted are for the exclusive use of the property and grounds per week for two person occupancy and are quoted in £ Sterling and/or Euros. An additional small charge is payable per person per week for occupancy above two persons, to a maximum of six adults.

For summer short-term lets of less than 4 weeks duration, villa hire includes clean sheets, towels and tea towels twice per week, twice weekly cleaning by our housekeeper, regular cleaning and maintenance of swimming pool by our English speaking house manager and the services of our gardening team. It also includes

air conditioning to all bedrooms and living areas in Summer and electric heating in Spring and Autumn. For winter and longer term lets electricity and additional fuel, such as logs or oil, will be charged by arrangement.

Electronic systems including Satellite TV, Playstation, DVD, etc and other games and facilities are provided for your use but the availability or function of any such item cannot be guaranteed.

Wireless internet access is provided subject to a data cap. See below for full details.

Your price also includes UK booking fees and administration costs.

6. Receipts

Whilst at the property you will also be issued with a receipt representing solely the accommodation component of your stay. This is in accordance with the rules of the Greek Tourism Organisation (EOT) and austerity measures introduced by the Greek Government.

7. Occupancy

The total number of persons staying overnight may not exceed the authorized number as given by you on the booking form and pre-agreed by the owners. Friends/family living or staying nearby and visiting for the day are very welcome but may not stay overnight unless previously authorised.

The villa cannot be re-let or sublet to any other group/party or individual in any circumstances. If persons are discovered staying at the property in excess of those agreed, all your party will be asked to leave.

8. Arrival and Departure

Guests are required to vacate the property and grounds by 10am on the day of departure, unless other arrangements have been made in advance either with the owners or with our local agents or housekeeper. This ensures time to thoroughly clean the property between lets. Guests may arrive from 4pm, again unless by prior arrangement.

9. Keys, Directions and Local Contact Numbers

Detailed instructions for key collection and directions to the villa will be sent approximately two weeks prior to the rental commencement either by email or post, together with a contact telephone number of our house manager should you have any problems whilst at the villa. On vacating the property keys should be left as advised at the time.

10. Breakages

Although we realise that accidents happen, you will be liable for extraordinary breakages - those that go beyond the odd glass or bowl and for acts of malicious vandalism. We hope that such a situation does not arise but by taking a hard line against such damage we keep down our prices and safeguard the quality of

equipment at the property for all our guests. We do keep spares so please make our staff aware of breakages as they occur to allow for replenishment.

11. Internet Usage Policy

The Internet package we subscribe to gives our guests 2GB data per week inclusive, which equates to approximately 300MB each day of your stay. This is perfectly adequate for emails, occasional browsing, SKYPE etc. but is not sufficient to download music and films or any large files. If you exceed this limit we will incur high charges from the Greek telephone company (OTE) per MB and these will be passed onto you retrospectively at the current OTE rate.

Provided you stay within the 2GB overall (4GB for 2 week stays and so on) you will not incur excess charges. Instructions are provided at the property of how you can track your own usage.

The volume of Internet usage and the condition of the equipment may be checked by our IT consultant at the end of your stay. Loss or damage to equipment will be charged at EUR100.

When using your own computer equipment at the villa it is your own responsibility to respect International and local laws on privacy, decency and obscenity and to run your own antivirus and firewall software. We accept no responsibility for the legality of any data uploaded or downloaded via the villa's internet link and, if detecting any improper use, will have no hesitation in passing contact details to the Greek authorities.

Internet Reliability

As with everything in Greece – we offer this facility on a best endeavours basis – we cannot guarantee strength or availability of the 3G signal although it is usually excellent. The house internet connection is easy to understand and there are full instructions in the house guide. For more detailed advice on setting up your system in Greece, we can provide contact details for our bi-lingual IT manager to visit you at the house, although he will charge a callout fee for this service.

12. Smoking

No smoking is permitted within the villa property or grounds at any time. Guests contravening this rule will be asked to leave.

13. Pets

Pets are not permitted.

14. Use of Swimming Pool

You have booked a private villa. To ensure your privacy we therefore do not provide a lifeguard at the premises. By agreeing to these terms & conditions you confirm that you do not require lifeguard attendance, that you understand that the swimming pool is unattended at all times and that you are responsible for supervising the safety of everyone in the party, and any guests they may have, during pool use and in the adjacent poolside areas.

Diving is strictly prohibited.

There shall be no claim against the property owners if injury or death occurs as a result of any member of the rental party or their guests using the swimming pool.

15. Hirer's Responsibility

The hirer is responsible for taking reasonable care of the property and its contents. At the end of the hire period, the property and its contents, including all equipment, furniture, utensils, crockery and cutlery etc. must be left clean and tidy and stored in the appropriate cupboards and the hob, oven, fridge, freezer, dishwasher and microwave must be left clean. The hirer shall ensure that no member of their party engages in any activity in or around the villa and swimming pool which may cause damage, pollution to the water or damage to the structure or filtration equipment, or behave in any way which results in offence to the neighbours or local community. The hirer responsible for booking undertakes that no person will suffer anything to be done which would endanger the policy of the villa owner's insurers in respect of the villa and its contents which might make the same void or voidable.

16. Owner's Responsibility and Force Majeur

Neither the owners nor their representatives can be held responsible for any circumstances beyond their control including, but not limited to, mechanical breakdown, illness, swimming pool maintenance, emptying of swimming pool for necessary maintenance, failure of any public service supply.

We cannot accept liability, or pay any compensation, where the performance or prompt performance of our contractual obligations is prevented or affected by 'force majeure'. In these Terms and Conditions of Hire, 'force majeure' means any event which we, as the supplier of the service(s) in question, could not, even with due care, foresee or avoid. Such events may include, but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial disputes, natural disasters, fire, acts of God, terrorist activities, quarantine, epidemics, weather conditions, government action or other events outside our control.

This agreement shall be governed by the laws of Greece to which both parties expressly submit.

The owners reserve the right to vary these conditions at any time.