

# Booking Terms & Conditions

These terms and conditions apply to all bookings made to stay at Villa Agave in Crete, whether made via our website, by email or over the telephone. They contain important information about your stay and we kindly ask that you read these carefully. If there is anything you would like to discuss regarding your booking or these terms and conditions, please don't hesitate to contact us.

## 1. DEFINITIONS

In these Booking Terms & Conditions:

- The first part – Property Owners of Villa Agave, MONICA LILIANA MARZI, daughter of MARZI GIANFRANCO, resident of ITALIA street Via Gramsci 11c – 20023 CERRO MAGGIORE (MI) , holding Taxpayer's Identification No 167405770 of the Tax Office CHANIA from now on referred to as the “property owners of Villa Agave, CESARE CRIBIU’, son of PAOLO CRIBIU’, resident of ITALIA street Via Gramsci 11c – 20023 CERRO MAGGIORE (MI), holding Taxpayer’s Identification No 167405768 of the Tax Office CHANIA from now on referred to as the “property owners of Villa Agave, that allows to legally market and sell the services described on our website and other promotional media.
- The second part - “Guest” shall mean the person in whose name the booking is made and shall include the person or persons on whose behalf the same is made. Guest confirms the acceptance of the terms, conditions and policies of this agreement.

## 2. BOOKING

When booking Villa Agave, a deposit of 50% of the total amount must be paid, unless otherwise agreed with the owners of Villa Agave. If the reservation is made within forty-five (45) calendar days from the date of the actual start of the stay the full amount must be paid at the time of the booking.

- All bookings need to be secured by a 50% deposit By Credit Card or Paypal
- By choosing Paypal at the time of booking, you will receive a balance request 45 days before your arrival directly from the Paypal platform to your email address.

When making a reservation, the guest confirms that he has understood and accepted all our terms and conditions, including any specific ones, for the guest himself and for all members of his group.

## 3. PAYMENT OF THE BALANCE

The balance of the full payment and Damage Security Deposit – referred to the point 9 below - of euro 1.000,00= (onethousand00---)must be paid at least forty five (45) calendar days before your arrival by Credit Card or Paypal.

If the balance is not received by the property, by the due date, the property owners will be entitled to cancel the reservation by retaining cancellation costs and deposit paid.

## 4. PRICES

Rates are for night in EUR for 8 people.

Prices include : Local taxes, cleaning service once a week, bath and pool towels at your arrival. Welcome Basket and Satellite WiFi.

## 5. VILLA POLICIES

Maximum 8 Guests

Pets not permitted

Non-Smoking Villa – Allowed only external veranda outside

Check in : after 3 pm                      Check-out : prior to 10.30 am

## 6. CANCELLATION REFUNDS:

For any cancellation, refunds will be the following:

> 60 days before arrival: 100%,

30 days before arrival: 50% of total,

< 30 days no refunds.

## 7. INSURANCE

It is a condition of booking that guest and his group are covered by comprehensive travel insurance, including coverage against cancellations and personal injury or death and also cover you for medical extra costs should the unforeseen happen. The appropriate coverage should be purchased at the time of the booking. The acceptance of the booking terms and conditions confirms that guest and his group are covered by such insurance. Property owners reserve the right to refuse to accept bookings from clients who are not adequately insured against holiday risks and may request evidence of adequate insurance.

## 8. NUMBER OF GUESTS

Only those persons stipulated on the booking form may use the property. The number of guests must not exceed the maximum number indicated in the booking form. If the Property owners or anyone acting on its behalf or the key holder, become aware of more people at Villa Agave than those stated on the booking form, it will be entitled to ask the clients to vacate the property and / or submit supplementary charges.

## 9. DAMAGES SECURITY DEPOSIT

A damages security deposit of Euro 1.000,00= (onethousand00----)as stated in the booking form is payable 45 calendar days before arrival, unless otherwise specified in the offer, to cover during your stay the cost of any damages / losses to the property or its contents. The amount fully refundable no later than seven (07) calendar days from the end of your stay at Villa Agave, provided that:

- a) no damages / losses to the property or its contents have been identified at the time of your check-out;
- b) we have received from you full bank account details, including account name, bank name, IBAN code (or equivalent for non-EU countries) and BIC code.

## 10. COMPLAINTS

The descriptions displayed on Property's website and other promotional / marketing media are accurate and made in good faith. Property owners also do not accept any responsibility for the shortage of water supply, gas or electricity and loss of internet connection, nor for the breakdown of the swimming pool filtration system for reasons that are beyond the legal boundaries of property itself. We will do our very best to assist you and solve these problems as soon as possible.

Complaints lodged at the end of the rental period will not be taken into consideration.

## 11. BEHAVIOUR & DAMAGES TO THE PROPERTY

The client signing the booking form is responsible for the correct and decent behavior for his own and his group's. Guest is responsible for any losses or damages that him or members of his party may cause to the property or its contents. Guest is required to report immediately any

damages to the property key holder or to the Property owners and to bear the cost of repair or replacement. Should guest or any member of his group behave unrespectfully towards the property, its contents, furniture and fittings, the neighbours, the owners of Villa Agave or anyone acting on their behalf or the key holder have the right to ask all guests to vacate the property immediately.

#### **12. GUEST INJURY DISCLAIMER**

The Property owners of Villa Agave can't be held responsible for any accident or injuries occurred to any or all guests during their stay at the property under any circumstances.

#### **13. CHILDREN POLICIES**

Children are welcomed from 8 years old. It is your duty to notify us if there will be any children (and their exact age) in the party, before finalising a booking.

#### **14. PETS**

Pets are not accepted in our property.

#### **15. SWIMMING POOL**

The swimming pool will be kept clean and operational by the property staff. Heating Pool costs 40,00Euro/day (on request).

#### **16. CLEANING**

The property will be cleaned at the beginning of the rental period, before your arrival. General maid service is normally provided once a week.

#### **17. VALUABLES**

Valuables left at the property are at the clients' risk. Neither us nor the key holder or the property staff can be held responsible for their loss, misplacement or robbery at any time. Villa Agave offers a safety box in every bedrooms.

#### **18. APPLICABLE LAW – JURISDICTION**

All contractual obligations arising out of these booking conditions shall be deemed to come into existence in Chania, and would be subject to Greek law and the exclusive jurisdiction of the Greek courts.

Read, Confirmed and Signed.