

## Terms and conditions

To book a property from RENTADO VACATION RENTAL MANAGEMENT, a deposit from 25% to 30% will be asked in order to secure the booking through our website. You will need to accept these terms and conditions in order for your booking to be valid and also to be able to continue to complete the booking.

Once the initial deposit has been received and accepted, you will automatically receive the booking confirmation in your inbox with all the booking and payment details.

If you need to cancel or amend your booking you must email or phone us as soon as possible. You will also be required to confirm your cancellation by email. The cancellation will not take effect until we receive written confirmation from you by email.

The Cancellation Policy of each property is stated before completing the booking and also in the booking confirmation email.

In case those payments are made through credit card, there are no transaction fees and 100% of the amounts will be credited back to your credit card. In case that the payments are made through bank transfer, there is a cost of 15 euros for transaction fees.

People other than those in the Guest party set forth above may not enter the property or stay overnight in the property. Any kind of Party for more than the people staying in the property must be informed prior booking the villa, which in some cases it might not be accepted and if accepted extra charge might apply. In case you do so, we can refuse to hand over the Property to you, or can require you to leave. We will treat any of these circumstances as a cancellation of the booking by you and we shall be under no obligation to refund you for any fees already paid to us in those circumstances. Any refund will be at our sole discretion.

You may arrive at your accommodation after 15:00 on the Arrival Date and you must leave by 11:00 on the Departure Date. But in any case if you wish to arrive earlier or depart later than the aforementioned hours feel free to contact us and if possible we will fulfill your request with no extra cost.

If your arrival will be delayed, you must contact us so that alternative arrangements can be made. If you fail to do so you may not be able to gain access to the Property. If you fail to arrive by midday on the day after the Arrival Date and you have not contacted us, we may treat the booking as a cancelled one.

Upon arrival, the property owner/manager has the right to ask the below documents from the guest. The booking confirmation with all the reservation details that RENTADO VACATION RENTAL MANAGEMENT has provided, the lead name that made the booking and accepted/signed this rental agreement must be present and must have a valid ID or Passport in order for the property owner/manager to print or keep a photo for his records as requested from the Greek law. The owner/manager has the right to ask from all the guests of the group for their

ID/Passport In the case that the deposit has been paid by Credit Card, the guest must have the same credit card with him/her upon arrival in order for the property owner/manager to check the last 4 digits that RENTADO VACATION RENTAL MANAGEMENT has provided to him/her. In the case that you have not taken the above documents with you upon arrival, or refuse to cooperate for all the above, the owner/manager of the property deserves the right NOT to let the guest enter the property.

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the Property) cannot possibly be investigated unless registered whilst you are in residence.

The owner is obliged to have the house clean upon arrival and also clean it once or twice every week during the stay which depends on the terms & conditions of each property. While linens and bath towels are included in the unit, daily maid service is not included in the rental rate. We do not permit towels or linens to be taken from the units. If you wish for the villa to be cleaned more often, it is possible for an extra charge. Also the final cleaning is included in the price.

No children under the age of 5 are permitted in hot tubs at any time without adult supervision. When using the hot tub, remember there is a certain health risk associated with this facility. Use at your own risk. Our housekeepers drain, sanitize, refill and replenish chemicals in all tubs prior to your arrival therefore it may not be warm until later that evening.

Pool: All the pools are built to the standards of the Greek Tourism Organization. Parents have full responsibility for supervising their children. No children under the age of 12 are permitted to use the pool at any time without adult supervision. When using the pool, remember there is a certain health risk associated with this facility. Use at your own risk.

A qualified pool cleaner will attend at least twice per week in order to record the pool's special substance content (like chlorine).

In some of our villas, there is a fireplace which works with wood. Wood will be provided. Please do not throw any paper or other combustible materials in the fireplace. Fireplaces can be used during any time of the year.

A reliable 24 hour emergency contact number will be provided.

The owner is not responsible for any lost items so do have your valuables either with you or stored in the safe of the villas.

Tenants agree to respect the property and leave it in the same condition they found it upon arrival. Any damage caused in the property by the guest is the guest's responsibility. An adequate amount of money will be asked for any damages. Some of the villas might also need a "damage deposit" that will be given back in full after the house has been inspected together with the owner and guest. Should any member of the Guest party behave without respect for the property and its contents, the owner has the right to ask all guests to vacate the property immediately.

Either the owner of the property or RENTADO VACATION RENTAL MANAGEMENT can be held responsible for any accidents or injuries occurred to a guest during his/her stay at the property under any circumstances.

The contract between you and us is governed by the Greek Law and we both agree that any dispute, matter or other issue which arises between us will be resolved by the Greek Courts.