

Villa Mia Detailed Booking Conditions

1. Payment

An advance payment of 20% of the total rental cost is due at the time of booking. The advance payment will be applied towards the rent but is not a security deposit and is not refundable. 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. Payment may be in pounds sterling (GBP) or Euros.

If payment is not received by the due date then we reserve the right to re-advertise your holiday dates and you risk forfeiting any deposit already paid.

2. Confirmation of Booking

Booking will be confirmed upon receipt of deposit by our bank and receipt of a completed booking form. Confirmation will be sent by email or post. 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. What is 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 them to make a special visit for something which could have been avoided then you will be charged a call-out fee.

Broadband wireless internet access and use of a telephone are provided, but may be charged for. See below for full details

5. What is included in your Price

a. Short-term lets (in-season lets of less than 4 weeks duration)

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.

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 and the services of our gardening team. Also included is all power and water, solar pool heating and air conditioning to all bedrooms and living areas in summer and electric heating in spring and autumn.

b. Long-term lets (lets greater than 3 consecutive weeks)

For winter and longer term lets the villa will be cleaned prior to your arrival and should be left in the same state on your departure. Additional mid-stay cleaning can be arranged and paid for locally but is not included in the rental rate. If additional cleaning is required after your departure, this will be charged for. Utility bills and additional fuel, such as logs or oil, will be charged at cost. Relevant meter readings will be taken on arrival and departure.

There is a damage/utility deposit due for each week of your stay and any balance remaining after deduction of utility costs will be returned to you.

Cot, high-chair and mobility aids are available with prior notice and may be charged for.

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.

Your price also includes UK booking fees and administration costs.

6. Receipts

Whilst at the property you may 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

On the day of arrival, guests are allowed access to the property from 4pm unless otherwise arranged in advance. The property should be vacated by 10am on the day of departure, unless otherwise arranged with the owners or with the housekeeper. This ensures time to thoroughly clean the property between lets.

9. Keys, Directions and Local Contact Numbers

Detailed instructions for key collection and directions to the villa will be sent 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 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 unlimited data over ADSL, via a wireless router, at a speed of up to 4MBs. 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.

As with everything in Greece, we offer this facility on a best endeavours. 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. Telephone

We provide a telephone for guest usage for occasional and emergency use, and for incoming calls. Calls to Greek and international land lines are included and we will absorb call charges made to the mobile numbers of our support staff using the numbers built into the phone. Other call costs may be charged back at cost.

13. Smoking

Smoking is not permitted within the villa property or grounds at any time. Guests contravening this rule will be asked to leave.

14. Pets

Pets are not permitted.

15. 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.

16. 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. Rubbish should be bagged and disposed of.

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.

It is the hirer's responsibility to take out adequate travel insurance and cover for the duration of your trip.

17. 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, 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.