

# DEMETRIUS

## -Rhodes Greece

Luxury Private Villa

### Booking Conditions

The applicant accepts these conditions on behalf of all the members of the villa party. Only persons named on the booking form are entitled to use the property.

#### Deposit

A deposit of 25% per week is requested when booking your holiday villa. As soon as this deposit is received your booking will be confirmed. This deposit is non-refundable if within 42 days. The balance of the rental cost will be required 6 weeks prior to your rental period commencing. Bookings made within 6 weeks of your holiday commencing require the full amount to be paid when the reservation is made. Payment can be made by PayPal, cheque or bankers draft in GB pounds.

#### Security

The party leader agrees to accept full liability for all loss or damage to the villa and its contents both internally and externally caused by any member of their party, during the occupation of the villa and confirms that the full cost of repair or replacement will be met which is not limited to the amount of the security deposit of £200

#### Cancellation

Should a cancellation by you be necessary within 42 days then your deposit will be lost. Should the cancellation occur after the balance has been paid then the full amount will be lost. We strongly advise you to take out holiday travel insurance as soon as your booking is confirmed – this should cover any cancellation for reasons beyond your control. If a client does not pay the balance when it becomes due then we reserve the right to cancel the booking and retain the deposit. In the event of a cancellation then any security deposit already paid will be returned to the client.

## Occupancy

The property is available from 3pm on the day of arrival and must be vacated by 10am on the day of your departure (it may be possible to change these times but you must request this prior to the commencement of your holiday).

## Replacement Villas

We will make every reasonable effort to provide the exact villa stated in our reservation confirmation. However if a situation arises that causes a villa to become unserviceable then we will try to provide a replacement villa of at least an equal standard. Should this situation arise the client will always be offered the option of cancelling their reservation with a full refund of all monies paid arising from reason of force majeure.

## Force Majeure

No liability can be accepted by the owner where the contract is affected by 'force majeure'. In the context of these terms and conditions, 'force majeure' is any event that the owner or the property management company could not, even with due care, foresee or avoid. These events include but are not limited to war, threat of war, riot, civil commotion of strife, hostilities, industrial dispute, natural disaster, fire, acts of God, terrorist activity, nuclear disaster, biochemical disaster, adverse weather, government action, technical problems with transportation or other events outside the owners or property management companies' control.

## Conduct

Your holiday villa will be located in a very nice villa estate where your neighbours are likely to be residents. We ask that you act in a considerate and courteous manner to your neighbours. We expect you to have fun but we also request that the noise be kept to a minimum during early mornings and late evenings, particularly around the patio and pool area. Any complaints related to the accommodation must be made in writing to the Rhodes representative within 24 hours of any problem arising, who will endeavour to put things right. Unless there is a valid reason, we will not be liable for any complaint that was not initially registered with the Rhodes representative during your stay. The applicant is hereby made aware that there may be other homes under construction in the area. We will not accept liability for complaints arising from construction. The owner, management company or their agent will not be liable for any loss or delay caused by conditions over which they have no control. The owner, management company or their agent will not be liable for any loss due to noise or disturbance from anywhere within the vicinity of the rental property.

## Liability

In the event of any problems whatsoever the total liability of Demetrius Villa A/C will be limited to the rental amount paid by the client.

## Climate

The applicant is hereby made aware that Rhodes is a hot climate and it is the home of many insects etc. All homes are treated on a regular basis to repel such unwanted visitors but inevitably they occasionally will find their way inside properties from time to time. They are best eradicated by spraying with an appropriate product.

## Maintenance and Cleaning

All our rental homes are maintained by local management companies. All breakages, accidents, problems and losses must be reported to the local management as soon as they occur so that they can be attended to.

Access to the rental home may be required by authorised maintenance personnel during your stay. The property will be cleaned prior to your arrival and after you have departed.

Additionally if you have booked a 2 week holiday a cleaner will also change all the towels and linen on changeover day / mid stay. Although the property will be cleaned after your departure it must still be left in an orderly state and all kitchen utensils should be washed.

## Pools

Swimming pools are great fun and few people would choose a holiday home without one. However they are an obvious source of **DANGER** especially for young children. We cannot accept any liability whatsoever for any injury caused as a result of using the swimming pool in any holiday villa. You are particularly advised **NEVER** to allow children to use the pool unsupervised.

## Smoking

Smoking indoors (including electronic cigarettes) is not permitted in our villa, smoking is allowed in the garden, patio and pool areas. Pets and animals are not permitted under any circumstances in the home (except dogs used to aid sight or hearing).

## Building work

Though no current or planned building work is known of locally. It is the case that some resorts are still being developed and therefore there is a possibility of building work or construction work, which may be carried out by local authorities or private developers. The villa is situated near residential areas and work may begin on a neighbouring property over which we have no control, nor are we given prior notice. We will always do our best to inform you of the facts in advance but if this is not possible, please accept our apologies.

## Assistance in resort

You have chosen a private villa holiday and we respect your privacy. Rest assured, you will not be herded into coaches or asked to attend welcome meetings whilst you are on holiday. However should you require assistance in any way, someone will be close at hand, who are

available seven days a week and will visit you once during your stay. You can contact your house manager who can help you with any queries.

### **Car Hire (recommended)**

Generally, cars are collected at the airport on arrival and returned at the end of your holiday. The car hire prices quoted usually include unlimited mileage, C.D.W and all local taxes. You will be required to provide a credit card to cover any petrol supplied and to cover any excess on the car insurance. All car rentals are based on a 24 hour period from the time you collect your car. Any late return will be charged locally. Please check carefully that your rental period coincides with your requirements and flight times. Please note that a charge may also be incurred for late night collections depending on the car hire company's office hours. For your own safety and convenience we recommend you book a larger car rather than a smaller car for your holiday to allow for luggage space. Roof racks can be requested for certain car types, and are payable locally, however you are responsible for providing bungee straps. Please note, when taking surfing equipment, roof racks must be requested at the time of booking, as surf board cannot be carried within the car itself.

All clients intending to drive will need to produce a full British driving licence which has been held for at least one year, however certain locations/car types require a minimum two years. Some car hire companies may also impose a local charge for additional/young drivers (under 25 years old). Baby seats can be fitted in the majority of hire cars that we offer and must be requested at the time of booking (please indicate the age of the child at this time), and are payable locally. All car categories are subject to availability. In the event of a specific car type not being provided by the car company an alternative vehicle of the same category or higher may be provided. If you require a specific make/model of car, this can be requested at time of booking but cannot be guaranteed.

### **Disabled Travellers**

Many villas are not equipped to cater for the needs of disabled guests and may cause problems for wheelchair users. It is therefore most important that our travel consultants are informed of you special needs when enquiring about your holiday.

### **Early Season Holidays**

We would like to advise our customers that certain resorts may have limited facilities available in March and April. Consequently we recommend car hire during these times.