



## **Rental Rules**

In order to make your stay at Arivallos Villa & SPA peaceful, and so that you can always return without extra charges, please collaborate with us following these rental rules:

## **RESERVATION DEPOSIT**

Each reservation made will require a deposit 30% of the total rental amount. Deposits must be received within 7 days after reservation was made to confirm reservations.

## **SECURITY DEPOSIT**

A security deposit of 750€ is required. This must be received when you check in. The deposit automatically converts to a security / damage deposit upon arrival. The deposit is not applied toward rent; however, it is fully refundable in the check-out, provided the following provisions are met.

No damage is done to property or its contents, beyond normal wear and tear.

No charges are incurred due to illegal activity, pets or collection of rents or services rendered during the stay.

All debris, rubbish and discards are placed in rubbish bin, and soiled dishes are placed in the dishwasher and cleaned.

All keys-tags are left on the kitchen table and unit is left locked.

All charges accrued during the stay are paid prior to departure.

No linens are lost or damaged.

No early arrival or late departure.

The renter is not evicted by the owner (or representative of the owner) or the local law enforcement.

## **FINAL PAYMENT**

The final balance due must be paid in full 1 month before your arrival date.

## **CANCELLATIONS BY YOU**

Cancellations that are made more than sixty (60) days prior to the arrival date will incur no penalty only if we find someone else to book the Villa during the same period.

## **CHANGES AND CANCELLATIONS BY US**

Occasionally, we have to make changes to and correct errors on our website descriptions and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavor to avoid changes and cancellations, we must reserve the right to do so.

If we have to make a significant change to or cancel your booking, we will tell you as soon as possible. We will endeavor to offer you an alternative should a significant change or cancellation occur.

We regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation.

## **FORCE MAJEURE**

We regret we cannot accept liability or pay any compensation where the performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of "force majeure". In these Booking Conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid.

## **INSURANCE**

It is strongly recommended that you take out adequate travel insurance. Please read your policy details carefully. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs.

## **MAXIMUM OCCUPANCY**

The maximum number of guests is limited to twelve (12) Persons in villa.

## **CHECK IN/OUT TIMES**

### **CHECK-IN**

Check-in time is after 16:00. Early check-ins are not available. If you are unable to check-in during this time period, please call us in advance to make arrangements.

### **CHECK-OUT**

Check-out time is 10:00. Please observe this rule, as our housekeeping staff needs time to prepare for our next guests. Upon leaving, please secure all windows

and doors, wash dishes, and remove all trash. Place trash in the dumpster on your way out.

- Linens and Towels - Linens and bath towels are included in the Villa. We suggest you bring beach towels. We do not permit towels or linens to be taken from the villa.

- Behavior - Inappropriate behavior such as loud and/or vulgar language and/or drunkenness and/or fights is strictly prohibited.

- Furnishings and Equipment - The Villa is furnished for normal housekeeping with dishes, flatware, glasses, grills and basic appliances. We are also pleased to provide bed linens, bath towel and hand towel, bath gel and paper products. Please bring your own beach towel.

- Operations - Guests are to use and operate the electrical, gas, plumbing and other fixtures, appliances and furnishings properly and as otherwise instructed.

- Utilities - Please turn off lights, televisions, etc. when not in use. Make sure you understand how to use any electrical equipment that you are not familiar with and don't change any existing settings. You can have free internet access via Wi-Fi. Password is Arivallos2020 (case sensitive).

- Maintenance - All equipment in the Villa should be in working order. Please report any inoperative equipment to our office. Every reasonable effort will be made to promptly repair the same. No refunds will be made for inoperative air conditioners, appliances or for any mechanical failure.

- Children's safety - Children are naturally curious where there are lots of things and areas to explore. Be sure your children are not left unsupervised at any time and be especially careful with balconies, swimming pool and other potentially dangerous areas such as stairs. Parents are responsible for the actions of their children at all times.

- Smoking - Arivallos Villa & SPA is in compliance with the new Smoking Laws and is a non-smoking villa/ venue: guests are still able to smoke in the gardens, balconies and in outside areas, but not inside the villa / venue itself.

- External Noise - Any source of amplified sound outdoors shall be played at a volume that shall not disturb or annoy other people. The clients shall pay particular attention to limiting noise outdoors after 11:00 p.m. according to noise law policy.

- Property - There is a strong probability that the owners and staff of the villa go into the villa property without previous permission or announcement.

- The client who rent the villa is responsible for having the gate close all the time and for not allowing any stranger get into the villa property (unless they are the owners or staff of the villa).

- Confetti - The use of confetti, small sparkles or any similar substance is strictly forbidden either inside or outside the villa.

- Pets - Pets are permitted in rental units only with prior approval. Pet owners are responsible for cleaning up any/all pet dirt. Pets are not allowed on furniture at any time. Any evidence of pets on furniture may incur extra cleaning fees.

- Events - Any event that you plan to do in our private property is not allowed without claim first prior permission to the Villa's owners.

- Suppliers - We have agreement with our own company suppliers of services (Catering, Decoration, Marquees, Entertainment, etc.) so, if you want to choose another external company you'll have to claim first prior permission to the Villa's owners.

- Parking - Vehicles must be held on villa parking place or garage, not on the grass surface.

- Air Conditioning and Heating - Use it only with the door and windows closed. Turn it off when you leave the house. Also turn off the gas, water and electrical equipment.

- Barbecue - Keep the fire under constant control, everything around is very dry during the summer and easy flammable. Use a small amount of water to safely turn off the fire in the outdoor barbecue.

- Cleaning - Please keep the facilities clean especially the kitchen and toilets. Linen and towels are changed every 3 days. Put all the garbage in designated container and keep the ground clear of litter. On your leaving, please clean the oven and all the dishes regularly, since the extended house cleaning is not included in the regular cleaning fee. If you had your pet with you please thoroughly clean after them, especially if the dog easy lose its hair.

- Garden and Plants - Do not damage any plants or grass. There is a gardener who takes care of them at usually twice a week.

- Safe - You can find a safe box near the washing machine in the basement.

- Wine Cellar -

During the stay the use of cellar is available and the consumption of wines is done at the expense of adults. The cost of consuming the bottles is listed in the price list inside the cellar and is paid to the owner before your departure or the next day. Any entry of

another tribe is forbidden in the cellar. In the cellar has a recording system to confirm the purchase of bottles.

- Alcohol policy - We don't assume any responsibility for excessive consume of alcohol, that go against the limits of the law policy, and the consequences that this fact can cause in any situation (including in open bar events)

- Steam Bath -

All guests using the steam bath at their own risk. The owners are not responsible for accidents or injuries. They have to ask their doctor if can use the steam bath. Be careful do not use it more than 15 minutes.

- Pool -

All of our guests using the pool at their own risk. The owners are not responsible for accidents or injuries.

The max. depth of the pool is 1,5m, so no diving is permitted into shallow areas.

Please, shower before entering the pool.

Running is not allowed around the pool deck.

Please, no children should be in the pool without adult supervisor.

At the entrance to the pool there is an emergency button to avoid accidents.

Have fun!!

Enjoy your holidays!!

- **You need help** - Do not hesitate to ask help for anything you want.

Please feel free to call:

Dimitris (villa owner) mob: +30 6977 281516

Sofia (villa owner) mob: +30 6984 603724

Spyros (technical supervisor) mob: +30 6946 342289

### **- Emergency Calls -**

Ambulance (private clinic) phone: +30 2661036044, mob: +30 6980452709

Children Doctor, Tekidou Eleni phone: +30 2663063200, mob: +30 6944953535

General Doctor, Biangis Stamatis phone: +30 2663064861, mob: +306932521229

There are additional information (restaurants, bars, pharmacy, rent cars etc.) at the bottom of our site [www.arivallos.com](http://www.arivallos.com)

### **OTHER INFO**

Rental fees subject to change without notice.

Rental rates do not include Deposits

All information is subject to errors, omissions or revisions and is not warranted.

### **WRITTEN EXCEPTIONS**

Any exceptions to the above mentioned policies must be approved in writing in advance.

**We can accept no liability for any loss, theft or damage to your personal possessions or be held responsible for any injuries occurred during your stay at Arivallos Villa & SPA.**