

Stavros Villa-Apartments & Despina Villa

Booking Form & Conditions for 2011

In these booking conditions, 'you' and 'your' means the first named person on the booking form. 'We', 'our' and 'us' mean Stavros Studios & Apartments owners.

Your booking and payment

Once you have made a provisional reservation with us, you must complete and sign a booking form. This must be signed by the first named person on the booking (the party leader). The party leader must be at least 21 and authorised to make the booking on the basis of these booking conditions.

If you book within 8 weeks of departure the full amount is due at the time of booking. If you book more than 8 weeks in advance, the balance of your accommodation cost is due not less than 3 weeks prior to departure. This date will be shown on the confirmation/invoice. If all payments due are not paid in full and on time, we reserve the right to treat your reservation as cancelled by you and retain any deposits held.

On receipt of the signed booking form and non-refundable deposit (50% of the total amount due, or 20% if before 1st February), we will send written confirmation of your accommodation arrangements to you.

Whatever happens to our costs, the price of your confirmed accommodation plus applicable supplements, as prevailing at the time you book and pay your deposit, will be guaranteed against any increase, subject only to the correction of costing errors on your confirmation invoice. Whilst this is not anticipated, should there be an obviously incorrect price shown, we will issue a new invoice and will not be bound by the price quoted in the incorrect invoice. However, we reserve the right to increase or decrease our prices of unsold accommodation at any time. The price of your chosen accommodation will be confirmed at the time of booking.

Damages deposit

If you are hiring an entire villa a deposit against damages of 150 Euros/£100 is payable on the day of arrival. If you are hiring an individual studio or apartment and only if there are any teenagers in your party a deposit against damages of 60 Euros/£45 is payable on the day of arrival. All apartments are checked before arrival and on departure. Should you or any member of your party be responsible for any breakages, loss or damage of any item at the property or property itself during your stay, you should report it immediately so the repair or replacement can be arranged immediately. In the case of any faults appearing, they should also be reported immediately. If a breakage, loss, damage or fault is discovered at the end of your stay which has not been reported, it will be assumed you are responsible. A charge will be made locally to cover the cost of replacement or repair. If you have paid a deposit against damages, that charge will be withheld from your deposit. Otherwise your deposit against damages will be returned in full at the end of your stay.

Please notify us

within 7 days of issue if any detail is not correct otherwise the details shown on the confirmation invoice will be presumed to be correct.

If you need to change your holiday arrangements, we will do our best to help but we must first receive a written request from the party leader to do so. It is not always possible to make changes, so please let us know as soon as possible. The alteration becomes effective when we have given you written confirmation of this and is subject to a charge of £15 per person each time a change takes place.

Accommodation

Your holiday accommodation is reserved exclusively for the people named on the confirmation/invoice and no other persons whatsoever are permitted to stay there unless this has been agreed with us in writing and appropriate payments made. Local communities expect certain standards of behaviour.

You must vacate the property during the morning on the day of departure to enable cleaning and preparation to be completed prior to the arrival of new guests. This is normally 10.00 a.m. and your arrival at the property should be from 16.00 onwards. Both of these timings are negotiable with us, circumstances permitting. If your departure should be delayed excessively an alternative temporary room or rooms may be arranged subject to availability with an extra charge.

Poolside and beach

While umbrellas and sun beds by the pool area are provided free of charge to the guests staying at the property, and there is no charge for use of the beach or beach towels, there is a charge for using the umbrellas and sun beds provided and maintained by us on the beach. A favourable weekly rate is available to our guests as an alternative to paying the higher daily rate. Visitors not staying at the property may use sun beds and umbrellas by the pool but they will be required to pay for the use of them and we retain the right to exercise our discretion as to which visitors may use this area.

Travel Insurance

We consider travel insurance to be so essential that it is a condition of booking that you have comprehensive insurance cover. No liability will be accepted for any clients travelling without 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.

We cannot be held liable to accept responsibility for death, bodily injury or illness caused on holiday unless it is proved that it is due to the negligence of us or our employees acting in the course of their employment.

If you have a complaint

In the unlikely event that you have a complaint whilst on holiday, you must inform us so the matter can be resolved on the spot. If you are not completely satisfied with the solution offered or provided, you should immediately make this known in writing to us. We shall try to resolve the matter and if appropriate, we will confirm in writing any solutions as agreed. If you remain dissatisfied, you must write to the contact in the UK within 28 days of your return giving full details of your complaint. Upon receipt of your letter it will be acknowledged within 10 days, the points raised will be investigated and you will receive a reply within 28 days or, if this is not possible, you will receive an interim letter advising of the UK contact's progress. We regret we cannot accept liability if the complaint or claim is not notified entirely in accordance with our complaints procedure as set out above.

Compensation payments or refunds will not be made where the changes are caused by situations under the heading *force majeure*, such as war or threat of war, civil strife, terrorist activity, industrial disputes, natural disasters, fire, epidemics, health risks, technical problems to transport, closure or congestion of airports, stations or ports, cancellations or changes of schedules by carriers ceasing to operate due to adverse weather conditions or other reasons and similar events outside our control.

Changes

If you wish to make changes to your arrangements whilst on holiday, for example changing studio or apartment, duration of the stay, etc, all such requests will be subject to availability and any extra costs, including cancellation charges, must be met by you and paid locally. As this alters the basis of your booking contract it is essential such changes are arranged through us in writing.

Cancellations

If the need to cancel should arise more than 4 weeks prior to your arrival, we will retain only your deposit. Should the need to cancel arise less than 4 weeks and up to 3 days prior to your arrival, we will require you to pay a cancellation charge of 25% in addition to retaining your deposit. Should the need to cancel arise less than 3 days prior to your arrival, we will require you to pay a cancellation charge of 50% in addition to retaining your deposit.

Balance payment 3 weeks prior to arrival

The final balance payment of 50% is due 3 weeks prior to your arrival.

COPY FOR CUSTOMER

PLEASE NOTE: Taxi bookings will NOT be accepted over the phone or by covering letter: only this form will be acceptable in 2010, either by post or by email

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TAXI

You should be able to find a taxi without problem at the airport. But if you are concerned, we can arrange a taxi to meet you. Although taxis will take up to 5 passengers, bear in mind luggage has to fit in too. In summer the tariff from Chania Airport to Agia Marina Village and Gerani Village was about 50-55 Euros (depending on day and time), but they are allowed to charge an extra 5 Euros for heavy luggage. By summer 2011 the tariff may have risen a little.

My party, booked in the name of
would like to have a taxi booked to meet us at the airport. Our flight arrival details for the taxi company to meet us are as follows:

Date of arrival
Airport of arrival
Flight code and number.....
Estimated time of arrival.....
Number in party

I understand I will be paying the taxi driver in cash at the end of the journey.

CAR HIRE

My party, booked in the name of
Would like to have a hire car booked to meet us at the airport / delivered to our accommodation. If meeting me at the airport, our full flight arrival details which will be given to the hire car company who will meet our flight are as follows:

Date car/s wanted fromdate car wanted till.....
Flight code and number.....Airport of arrivalExpected time of arrival.....
Category of car
Number in party.....

I understand I will be paying for the car when met by the hire car company and payment can be by any usual means.

If you do not decide on your hire car requirements at the time you send your booking form, please keep this form and, if you later decide you want one or the other, please:

Send this form by Post
to Stavros Studios, Kato Gerani, Chania, Crete 73100, Greece no less than 4 weeks prior to arrival

or

E-mail
ALL the above details as an attachment to stavstud@otenet.gr