

## TERMS & CONDITIONS



### BOOKINGS

Bookings are made on behalf of the Owner of the property at the prices stated in the web pages of Elite in Crete, or on the sent Booking Contract/Rental Agreement. Rates are based on market conditions applicable at the time of realization of the Elite in Crete website.

### THE PARTY LEADER

The Party Leader is the person or agency who holds the booking, to whom all correspondence and invoices are addressed and who is responsible for the rental. Spouses' names are not considered interchangeable.

### BOOKING AND PAYMENT POLICY

To secure a booking, the Renter is requested to fill out the **BOOKING FORM** and return it via email (info@eliteincrete.com) or fax to (0030 2810 \_\_\_\_\_). To guarantee your reservation, a 40% (and in a few cases, 50%) advance of the total rental is required. This prepayment is due at time of booking by bank transfer only or with a credit card (Visa or MasterCard) to guarantee the booking. **Please note: Bookings will not be considered confirmed without the bank payment receipt and the booking form.** Some properties have different arrangements for payment of the deposit and balance. If applicable, this will be explained at the time of booking. As soon as the payment of the advance will be duly processed, Elite in Crete will issue a confirmation Invoice to the Renter and the Property Owner or his representative. At this stage the "requested period" can be considered secured. The Balance will have to be done via bank transfer or credit card no later than 21 days prior to your arrival date. After receipt of the Balance due, the Renter will be sent a Voucher Accommodation Package with full contact details of the property and instructions regarding how to reach the property. In case payment via bank transfer for the balance will not proceed for whatever reason, Elite in Crete will immediately contact the Renter to inform them so they can resolve the problem. After several failed attempts to receive the final balance your confirmation invoice will be deemed as a Cancellation and will follow the rules of the Cancellation Policy stated in the Terms & Conditions section. **Reservations made within 28 days of the arrival date require Full Payment at time of booking.**

### ACCOMMODATION VOUCHERS

The Accommodation Voucher package, which includes a list of Extra Services requested, driving directions, contact names and telephone numbers, will be provided once the fully completed and signed Booking Form and the total Invoice Price have been received no later than three weeks before the first day of the

rental period. The Voucher will not be issued if essential information, including group composition, is missing in the Booking Form. Errors or omissions in the Accommodation Voucher must be noted and conveyed to us immediately. For security reasons, the Accommodation Voucher must be presented and left with the individual greeting you at the property or access may be denied.

## **RENTALS**

The minimum rental period is generally one week, but in the seasons that are not peak, less than a week will also be accepted by many of the owners. In some specific cases, Elite in Crete reserves the right to accept only bookings for a minimum period of two weeks. The Client may not use the property for any other purpose than of a private holiday residence for the accommodation of the Client and his guests unless otherwise agreed upon in writing by the Owner. The Client shall not engage in any activity or practice that may be a nuisance or annoyance to the Owner, or the occupants of adjoining land/villas or that might invalidate any insurance policies affected on the property.

## **GROUP SIZE**

The number of persons (adults and children) must not exceed the number of sleeping places indicated in the web pages except in the case of infants (less than 2 years old) in which a cot or infant bed must be requested. In the event that the maximum number of individuals is exceeded, the Owner reserves the right to refuse or revoke the booking.

## **CHECK IN/CHECK OUT**

Clients are expected to arrive at the property between 14:00 pm and 21:00pm on the first day of the rental period. If a different arrival time is anticipated, notification must be received in writing at Elite in Crete offices well in advance, or the owner/caretaker may not be available to permit entry. If an unforeseen delay should occur and the arrival will be after 23:00, every effort should be made to contact the owner/caretaker at the telephone number provided in the Accommodation Voucher.

Upon arrival, clients should inspect the property with the owner/caretaker and ensure that they fully understand the use of any appliances, equipment and utilities.

Clients are expected to vacate the property at 12 noon on the final day of the rental period. The owner/caretaker will arrive at the villa before then for an inspection of the property and presentation of the Final Bill. Should departure prior to 12 noon, clients are requested to notify the owner/caretaker at the beginning of the rental period in order to arrange an alternative time for the property inspection.

## **CANCELLATION POLICY**

Any cancellation must be in writing (email or fax). If by mail, addressed to: Elite in Crete, Ano Arhanes, 70100 Crete, Greece, or via fax +30-2810 \_\_\_\_\_ . The effective date of cancellation is when the written notification is received by Elite in Crete.

Cancellation Penalties are set out in the table below:

a) Over 28 days notice	Deposit Only
b) 20-27 days	60% of the entire rental
c) 10-19 days	80% of the entire rental
d) Under 10 days/No Show	100%

## **SECURITY DEPOSIT**

Either Cash, Traveller Cheques or a credit/debit card in the name of the Party Leader must be given as a security deposit to cover the cost of any accidental damages or breakages to or at the rental property. The amount is set by the Owner and will normally be collected upon arrival at the property. The cost of utilities and/or other services used or any damage caused by the Renter will be deducted from the security deposit and the remaining balance will be returned. THE OWNER OR HIS REPRESENTATIVE CAN REFUSE ACCESS TO THE PROPERTY IF THE SECURITY DEPOSIT IS NOT PAID AT THE TIME OF ARRIVAL. Should the Renter decide to leave the property prematurely the owner or his representative is authorised to refund the deposit to the Renter by post (less any deductions for damages or any additional expenses) and only after having checked the inventory and the property in question. *Elite in Crete declines all responsibility in the event of a dispute between the Renter and the Owner regarding the deposit.* The Renter agrees to indemnify Owner for any damages to the dwelling or grounds and to furnishings, caused by negligence of the guest or any member of his/her party that occur during the guests' stay.

## **REFUNDS**

No refunds will be given for cancellations or interruption due to inclement weather or illness. Elite in Crete strongly advises all tenants to consider insurance needs in relation to travel, accident, medical and personal coverage. Elite in Crete cannot accept liability for any accident, injury, loss or damage sustained by tenants.

Once you have checked into the property, no refund will be made for early checkouts. If you do not cancel the reservation and do not arrive for your rental period, all monies paid will be forfeited.

## **EXTRA SERVICES**

The Extra Services available at each property are detailed on our website. Extra Services may be requested up to 14 days before the first day of the rental period, but we cannot guarantee fulfillment of any Extra Services requested as these are provided by third parties. We do our utmost to ensure that the individual engaged to perform the service fulfils their duties in a professional manner but we are not liable for any inadequacies.

## **SWIMMING POOLS**

Swimming pools are generally open from early May till the end of October, although this may vary according to the weather and the property owner's inclinations. Clients should check with Elite in Crete. Use of the swimming pool is strictly at the clients' own risk and children should be supervised at all times.

## **PETS**

The Renter is obliged to advise Elite in Crete at the time of booking if he/she is bringing any pets with them and they should communicate numbers and sizes. **Pets are admitted only under request** and only at certain properties. Please let us know that you are looking for a "Pet Friendly" villa or home when making your reservation. It is compulsory for the Renter to supervise pet(s) within the communal areas of the accommodation. "Not authorized" pets give Elite in Crete the right to terminate guest's occupancy of the dwelling and reservation. The guests will also forfeit all rent and may be charged a cleaning fee.

## **TERMINATION BY THE OWNER**

In the event that the owner of a property elects to remove his property from the management responsibilities of Elite in Crete, the guest agrees to hold Elite in Crete harmless. In such cases, we agree to provide the Guest with a comparable property at the original rate. If comparable properties are not available, the guest agrees to accept a full refund of all monies the Guest has paid for the rental of the property during the agreed rental period in lieu of any other possible damages. Elite in Crete and the Owner reserve the absolute right to require any individual to vacate a rental property for disruptive behaviour without any refund.

## **PROPERTY SUBSTITUTION**

In the event a reserved property becomes unavailable due to maintenance, transfer, or other issues, Elite in Crete reserves the right to provide guests with a comparable substitute property; or, at its sole discretion, to cancel the booking and refund the unused portion of rent.

## **TRAVEL ARRANGEMENTS**

Clients are responsible for ensuring that they hold all the proper documentation for their visit to Greece including visas (where applicable) passports, driving licenses, EU health cards, etc.

## **TRAVEL INSURANCE**

Your signature on the Booking Form is taken as a declaration that you hold a valid travel insurance policy as generally available in Europe. For non-European citizens we highly recommend that you obtain coverage for medical and personal liability, as well as loss of luggage, monies and repatriation. Even though Greece is a full EU Member, the medical facilities may not be what you are accustomed to in your home country.

## **LIABILITY AND COMPLAINTS**

Elite in Crete is not responsible for loss or damage to clients because of circumstances beyond its control, such as failure of public supplies or transportation, acts by governments, civil disturbances, acts of God etc. It is advisable that Travel Insurance coverage is obtained. If the Renter or his guests have any problems during their stay, they must notify the Owner or Owner's Representative immediately. Should the Owner or Owner's Representative not be available, the Renter shall contact the Elite in Crete number previously provided with the voucher. Complaints notified after vacating the property cannot be taken into consideration.

## **JURISDICTION**

In the event of controversies arising from the booking and the rental, the laws of Greece will apply. By agreeing to and signing the BOOKING FORM and by making the booking, this implies that Elite in Crete's Rental Terms & Conditions have been understood and have thereby been accepted without reservation and without exception.