



Kalamata Top Rooms
feel well accommodations

TERMS AND CONDITIONS

Thank you for choosing to book your accommodation with us.

Please read the information below to ensure your stay is as expected.
In this document we use the abbreviation KTR for **Kalamata Top Rooms**.

We are committed to make your stay with us a wonderful experience starting from the moment of our first contact. This document though has to be legally correct and in doing so might sound strict. We do hope on your understanding for the necessity of this technicality.

All bookings are accepted on the basis that you have read, understood and agree to abide, and be **bound** by, the following Terms and Conditions.

Declaring a booking by any means makes you liable for it.

Technically there is an agreement that binds both sides, as soon as a booking confirmation has been issued by KTR.

KTR remains in the right to cancel the agreement without any liability as long as the advance payment hasn't been received.

CANCELLATIONS

Cancellations made 7 days or more in advance of the arrival date, will receive a 100% refund.

Cancellations made within 3 - 6 days will incur a 10% fee.

Cancellations made within 48 hours to the event will incur a 20% fee.

Cancellations on the day of arrival, 'no show' as well cancellation during your stay are not refundable, or if so, completely on our discretion.

Please keep in mind that the actual refund might be reduced due to fees charged by the payment channels used. These fees can not be refund.

BOOKING PAYMENTS

All bookings must be paid in full prior to keys being given. The only exceptions to this will be based on the length of stay and are at our discretion.

ADDITIONAL COSTS THAT MIGHT OCCUR BUT SHOULDN'T

Any cleans that are not a standard clean e.g. the property has been left extremely dirty will be charged at a further \$35.00 per hour.

If during your stay somebody has been smoking inside the 'no smoking' apartments an additional charge of 300€ applies to cover the cleaning of curtains, carpets and air-conditioning sterilization.

You will also be charged for any damage you directly or indirectly cause to the property or its items.

Depending on the chosen payment channels, payment fees that occur for any additional charges will have to be fully covered by you.

TERMS OF USE

Check in time is between 15:00 and 22:00 unless you have arranged otherwise with our office. (Late check in fees may apply)

Check out time is between 8:00 and 12:00 the latest unless you have arranged otherwise with our office.

Please note that all properties have a minimum 2 night stay policy unless otherwise stated on the listing.

All accommodation must only be used for private/residential use only and to accommodate the number of guests stated on your booking confirmation. Exceeding the stated number of guests might result in a termination of booking and you being required to vacate the property immediately without refund

No functions, parties, commercial photo shootings or commercial film takings may be conducted at the property unless explicitly authorised by the owner. .

You are supposed to respect your neighbours and keep the noise levels reasonably adjusted to the time of day. Note than in Greece quiet hours are also defined by law in the early afternoon. Quiet hours are stated in the house manual and should be respected.

If complaints are received and you are found not to have been respectful of neighbours you will be required to vacate the premises with no further notice or refund.

Please also note that smoking inside a 'no smoking' apartment is regarded as a serious offend. Additional charges occur and you will be asked to leave the apartment immediately and without any refund.

CLEANING

All accommodation bookings are accepted on the basis that all occupants treat the property with the same respect as their own home in accordance with these Terms and Conditions.

The guests are expected to keep and leave the property in a clean and tidy state and to appropriately dispose their waste themselves.

A professional clean will be carried out on check out and the cost is included in your total booking amount.

Mid-stay cleans & a change of linen is included in the price for stays longer than 7 days. This will occur approximately every 7 days. Mid-stay cleans and change of linen that the guest requests to occur more often may be subject to additional charges.

If a property is found to be left in an unreasonable state at check out, there may be excess cleaning charges involved. This will be determined on a case to case basis and a member of our team will contact the guest to advise of the excess cleaning.

PETS

Unless specifically stated as being pet friendly, no pets are allowed either onto the grounds of the property, nor inside the accommodation under any circumstances. Any pets found in accommodation properties will result in a termination of your booking and additional cleaning charges.

DAMAGE

Whilst you are in occupation, you are fully responsible for all breakages and damage caused to the property, its furniture fittings, or any consequent loss suffered by the Property Owner/KTR. Any such breakages, damage or loss must be reported IMMEDIATELY and either replaced to the satisfaction of the Property Owner/KTR, or paid for prior to departure.

ACCESS TO THE APARTMENT

Technically you stay in the apartment as guest of the owner. So, technically the owner and KTR remain in the right to access the property on their discretion. We respect your privacy though and will never make use of such a right without prior agreement of you unless urgent circumstances justify such a course of action.

REPAIRS

If an urgent repair is necessary during your stay, service personnel might enter the property at our discretion.

It will be also at our discretion whether a cost reduction will be granted or not.

Any repair necessary should be reported immediately. You will be held responsible for damages caused by failure to report an issue.

ELECTRICITY USAGE

Please take care and be conscious about your energy usage. Please ensure all air-conditioners are turned off when not in the property or when the windows are open.

Excessive electricity usage will be charged. 'Normal use' is the average use for the same period. 'Excessive use' is defined to be twice the 'Normal use' or higher.

WATER USAGE

Please take care and be conscious about your water usage. Water is precious and expensive.

Excessive water usage will be charged. 'Normal use' is the average use for the same period. 'Excessive use' is defined to be twice the 'Normal use' or higher.

FIRE ALARM CALL OUTS

Please be aware that our apartments and buildings are fitted with extremely sensitive smoke alarms.

Please ensure that all windows are open whilst cooking and there is sufficient ventilation. If the fire brigade is called to your apartment due to accidental/unwanted alarm activation, there is a \$1100.00 charge which will be passed onto the occupying tenant.

AFTER HOURS ASSISTANCE

Please be aware that the owner as well as KTR people are trying to live a normal life and so can't be available around the clock. If we are not available please leave a message and we will contact you back as soon as possible.

PERSONAL PROPERTY

Please remember to take your personal property and belongings with you upon your departure as the Property Owner/KTR accept no responsibility whatsoever for any such items left behind. Where there are security doors you are advised to lock up when you are not in habitation.

The costs involved to sending any left back item including the fees for any payment method will be your responsibility.

DISCLAIMER

The Property Owner and KTR will not be held responsible nor liable for:

- Any injury or loss suffered by the occupants, their invitees or guests whatsoever or howsoever
- Any noise, disturbance or inconvenience caused as a result of renovation/building/road works being carried out in or near the vicinity of the accommodation.

Only exceptions being those cases caused by the owner or KTR.