

**Babis Apartments, Nidri, Lefkada 31084 Greece**  
**Accommodation Booking Terms & Conditions**

Please read our terms and conditions carefully. When you make a reservation with us, these conditions are deemed to have been accepted by all guests.

You have booked with Babis Apartments, Nidri, Lefkada, Greece. Guests are granted permission to occupy the relevant unit at the property for the dates confirmed in writing. Failure to comply with the following terms and conditions may result in termination of the rental agreement before the check-out date. It is a condition of your stay that you adhere to our Terms and Conditions, and that you leave the property promptly after completing check-out.

## **1. Summary**

- 1.1 The property must not be used by more than **the number of guests booked and paid for** on your reservation, either visiting or staying at the property, without written approval.
- 1.2 **Check in is 2pm. Check out is 10am.** These times may be adjusted. There will be no refund or credit should these times be adjusted after you have made the reservation. Further, we cannot guarantee that a room will be ready at the said check-in time. We will endeavour to have the property ready; however, unforeseen circumstances can result in delays. In the case of a delay there will be no compensation provided.

We may be able to offer an early check-in or late check-out, however this may incur an additional charge. If we are unable to honour the early check-in or late check-out due to an unforeseen circumstance, a full refund of any fees charged (as above) will be reimbursed. Unauthorised early check-in or late check-out will be charged at a minimum of 20 euros per hour.

- 1.3 **Noise and disturbances** All guests should abide by local laws relating to designated “**common quiet hours**” (in the summer this is 10pm to 7.30am, and 3.30pm to 5.30pm) and are required to ensure noise levels are kept to a minimum.
- 1.4 **Cleaning** This is included in the room rate, however, if excessive cleaning is required over and above what is considered by the Babis Apartments to be a standard clean, the guest will be charged at cost.

## **2. Policies**

- 2.1 **Pets** are not permitted unless permission has been granted, in writing. If evidence of a pet is discovered without approval, you will be charged for steam cleaning of carpets, furniture and/or mess left by the pet/s. Please do not allow pets on any furniture including in or on beds.
- 2.2 **Smoking** is not permitted inside any of our rooms. If you need to smoke, please do so in the outside areas only (including balconies). Cigarette butts must not be left anywhere on the property including inside the rooms and on the balconies. If evidence of smoking inside the property is detected, you will be charged for steam cleaning of carpets and furniture, laundering of all soft furnishings and linens, plus replacement of linen where necessary. It is the guest’s responsibility to understand this prior to booking.
- 2.3 **Parking** There is no parking available for guests on site at the Babis Apartments; the owners and the reception staff can offer guidance on local parking and car parks (some of which may be subject to charges). You and other occupants agree to abide by all applicable local parking restrictions and limitations.

- 2.4 **Keys** A service fee of 50 euros applies if a set of duplicate keys are required by a guest. Guests must not break into or attempt to break into premises when locked out. Should the keys not be returned at check-out, the guest will be liable for any charge incurred in gaining entry and/or replacing keys and changing locks if necessary, plus a processing fee (with a minimum charge of 100 euros).
- 2.5 **Internet & Pay for View** Wi-Fi, Netflix or other streaming services which offer pay per purchase programs, any purchase must be paid for by the guest in advance. The Babis Apartments will not be responsible should any program be delayed, cancelled or the quality/performance of the internet or Wi-Fi service.
- 2.6 **Children** No responsibility will be taken for children staying at or visiting the property. Please supervise carefully, always taking into consideration stairs and balconies.
- 2.7 **Security** To prevent theft of or damage to furnishings or personal belongings, guests must close and lock doors and windows when they are not present at the property and upon check-out. If the room has a safety box, guests should use it during their stay. The Babis Apartments will not take responsibility for any loss of guest belongings during or after their stay.
- 2.8 **Loss and Damage** All damages, breakages or losses to the room, apartment, property, furniture and furnishing are to be reported immediately. Should guests discover a fault or breakage when they arrive, they should contact us directly to avoid being charged for this damage.
- 2.9 **Call Out** Should a tradesperson or a representative of our team be called to the property and the issue is deemed to be caused by a guest, equipment owned by a guest or because a guest has not followed instructions, provided at the property or via phone, the guest will be responsible for payment of the invoice for the tradesperson at the time of the callout.
- 2.10 **Travel Insurance** Guest are encouraged to take out travel insurance to cover extra-ordinary events
- 2.11 **Criminal Activity** Use of the property for any criminal activity is prohibited and may result in fines or prosecutions. This prohibition extends to the use of the property's internet service for criminal activity. We will cooperate with any investigation of alleged criminal activity at the property during the stay.
- 2.12 **No commercial activity** is to take place at the property.
- 2.13 **Issues before, during or after the stay** If guests encounter an issue before, during or after the stay, they should contact us immediately so that we can attempt to correct it. We will not be able to consider compensation unless we have been afforded the opportunity to solve the issue.

### 3. **Bookings & Payment**

- 3.1 **Booking Details** Guest details are required for all bookings, including, but not limited to guest's full name, nationality, telephone number and passport/ID number. All adults staying at a property may be required to register.
- 3.2 **Changes to Booking**  
The rate is for the **agreed number of guests** detailed on your written confirmation (direct from us or via partner booking sites). If there is a change or discrepancy, you must contact us to make changes and ensure that changes are documented. If the room has an extra guest charge above a certain number, you will be required to pay the additional fee.

- 3.3 Paying a deposit reserves a **specific room for specific dates**. The dates and the room category cannot be changed by the guest, and we cannot transfer bookings between room categories, doing so would effectively cancel the original reservation and cancellation terms will apply.
- 3.4 No refunds are provided for **late arrivals, early departures or unused days of your reservation**. It is the guest's responsibility to advise our team at least 14 days before the stay if beds are to be split or extra beds needed. If this is not received within 14 days this service cannot be guaranteed.
- 3.5 **Bookings and Cancellation Policy** For bookings made via the Babis Apartment website ([www.babishotel.com](http://www.babishotel.com)), or direct with the owners, the following payment conditions apply; for other booking sites please see their payment terms.

#### 3.5.1 Standard reservations

To confirm a standard reservation, we require payment of a **25% deposit**. Guests can cancel free of charge until 30 days before arrival (deposit refunded).

Cancellations made **less than 30 days** before the day of arrival: guests will be charged 25% of the total price of the reservation.

Cancellations made **less than 10 days** before the day of arrival: guests will be charged 50% of the total price of the reservation.

Cancellations made less than 3 days before the day of arrival: guests will be charged 80% of the total price of the reservation.

If the guest doesn't show up on the day of check-in (no-show) they will be charged the total price of the reservation.

We accept payment by credit card or bank transfer.

#### 3.5.2 Non-refundable reservations

Guests will be charged the total price of the reservation at the time of booking. If guests cancel at any time, they will be charged a prepayment of the total price of the reservation. No refunds.

We accept payment by credit card or bank transfer.

#### 3.6 Cancellation due to government restrictions on travel

In the event of a forced cancellation due to government restrictions on travel, guests will be offered a postponement of their booking. A credit voucher to the value of the original booking will be issued. This will be valid for 15 months from the issue date. The original deposit will be held in trust and credited to the new booking. There are no refunds except in exceptional circumstances.

#### 3.7 Cancellation due to non-payment by the due date

Cancellation of the arrangement due to non-payment of the balance by the due date will result in the loss of all monies paid.

#### 3.8 Credit Card Storage

The Babis Apartments will securely save credit card details for the purpose of:

- 3.8.1 Processing payments on the due date

- 3.8.2 Charging the guest if a tradesperson attends the property to fix an issue that is deemed to be caused by the guest (invoice cost).
- 3.8.3 Charging the cost to repair or replace any malicious, deliberate or negligent damage to the property
- 3.8.4 Charging the cost to steam clean carpets, furnishings, linens etc if pets have been allowed on furniture or in/on beds, or there is evidence of smoking inside the property

We will only charge the guests' card in accordance with our terms and conditions and any applicable local laws. All charges will be subject to a service fee and an administration fee.

#### **4. Other Terms**

- 4.1 We have taken great care to describe your holiday accommodation to you as accurately as possible. We cannot accept responsibility for incorrect descriptions, errors or omissions.
- 4.2 **Attendance at Property**  
The Babis Apartments and/or its representatives/authorised tradespeople reserve the right to enter the rooms at any time, without notice, to protect and/or undertake maintenance of the property. We will provide notice to the guests wherever possible.
- 4.3 **Equipment**  
The Babis Apartments do not accept liability or loss caused by failure of equipment and/or services out of our control, including, but not limited to, water, electricity and internet. In the event of a failure, the guest should notify our staff in the first instance. No refund, compensation or guarantees are given.
- 4.4 **Limited Liability**  
To the maximum extent permitted by law, in no case shall the Babis Apartments, nor its affiliates, employees, agents or authorised tradespeople be liable for any indirect, incidental, consequential, special or exemplary damages or for any damages for death, personal or bodily injury, emotional distress or damage to property, arising out of or in connection with your stay. This limitation applies to all claims for damages including negligence even if the Babis Apartments have been advised of the possibility of such.
- 4.5 **Indemnity**  
The Babis Apartments do not accept liability for any loss, before, during or after a booking relating to events out of our control such as delays whilst the guest is travelling to the property, flight delays, weather events during the stay etc and no refund will be offered under these circumstances.