Kalamaki, Zakynthos 29100, Greece | info@costashotel.gr

BOOKING & CANCELLATION POLICY

EFFECTIVE IMMEDIATELY — 1 NOVEMBER 2026

Applies to new reservations made from 1 November 2026 onwards.
This policy is intended for publication on the Costas Hotel website and applies to reservations for the 2027 and 2028 accommodation seasons, unless a booking confirmation or a platform's applicable rate terms state otherwise in a manner permitted by law.

1. PURPOSE AND SCOPE

This policy explains the booking, payment, cancellation, non-arrival and amendment arrangements for accommodation supplied by Costas Hotel, Kalamaki, Zakynthos. It applies to direct reservations and, where applicable, reservations made through third-party booking channels. A booking made through an online travel agency may also be subject to the rate and cancellation conditions displayed by that platform. Mandatory Greek and EU consumer rights always take precedence.

2. WHEN A BOOKING IS CONFIRMED

For a distance booking, Costas Hotel will provide the offer, total price and applicable booking conditions in a durable written form, such as email or the relevant booking platform. A reservation becomes binding in accordance with the applicable rules when the provider accepts it in writing or the guest gives the required written consent or pays the stated deposit or full amount, as applicable. A booking confirmation will identify the accommodation, dates, total price, payment arrangements and applicable rate type.

3. DEPOSITS AND PAYMENT

For an accepted reservation, Costas Hotel may request an advance payment of at least the cost of one night's accommodation, in accordance with Article 5 of Ministerial Decision 4109/2025. The amount, payment deadline, balance due date and accepted payment methods will be stated in the individual offer or booking confirmation. Any advance payment received will be accounted for against sums properly due under the booking and the applicable cancellation terms.

4. STANDARD-RATE CANCELLATIONS

Cancellation received at least 21 days before the start of the accommodation: The guest is released from contractual obligations for the cancelled booking and any advance payment received must be returned promptly, in accordance with Article 6(2) of Ministerial Decision 4109/2025.

Cancellation received fewer than 21 days before the start of the accommodation: Unless a different cancellation arrangement has been expressly agreed between the parties and is legally valid, Article 6(1) provides for compensation equal to 50% of the price that would have been payable for the accommodation period not used. Any advance payment already received is credited against that amount. Any balance due or refund will be calculated accordingly.

Cancellation must be sent in writing to **info@costashotel.gr** or through the booking platform used. Guests should include their name, booking reference and dates. Costas Hotel will acknowledge the cancellation in writing.

5. SPECIAL DISCOUNTED NON-REFUNDABLE RATES

Costas Hotel may offer a specially discounted rate requiring immediate full payment and carrying no refund if the guest cancels. This exception will only apply where the special discounted rate and its non-refundable condition are clearly disclosed before the guest books, and the guest expressly accepts that rate in writing. Where these requirements are met, Article 6(3) of Ministerial Decision 4109/2025 provides that the amount paid is not refundable if the guest cancels. The booking confirmation will clearly identify the reservation as a **NON-REFUNDABLE SPECIAL RATE**.

6. NO-SHOW, LATE ARRIVAL AND EARLY DEPARTURE

If a guest does not arrive on the agreed date, or uses only part of the booked accommodation period, the statutory default in Article 6(1) may apply: compensation of 50% of the price for the unused accommodation period, with any advance payment credited against it. The no-show rule is subject to Article 6(4), including where delayed arrival or early departure is caused by unavoidable and extraordinary circumstances. Guests must contact Costas Hotel as soon as possible if travel is disrupted or they expect to arrive late or leave early.

7. FLIGHTS, TRAVEL DOCUMENTS AND INSURANCE

Unless expressly included in the booking, flights, airport transfers, visas, passport matters and other travel arrangements are not supplied by Costas Hotel. Guests are responsible for checking their travel documents and entry requirements. Costas Hotel recommends that guests arrange suitable travel insurance, including cancellation and travel-disruption cover. Flight disruption or personal circumstances do not, by themselves, change the cancellation terms of an accommodation booking. Any rights arising under mandatory law remain unaffected.

8. CHANGES TO A RESERVATION

Requests to change dates, room type, guest numbers or length of stay must be made in writing. Changes are subject to availability, the price applicable to the revised booking and written confirmation by Costas Hotel. A change is not effective until confirmed in writing. Any platform booking must also be amended through that platform where its process requires this.

9. IF COSTAS HOTEL CANNOT PROVIDE THE CONFIRMED ROOM

If Costas Hotel is unable to provide the confirmed accommodation for the agreed period, it will comply with its obligations under applicable law. Article 4 of Ministerial Decision 4109/2025 requires the provider, in the circumstances covered by that Article, to arrange alternative accommodation in the same area of at least the same category and facilities, and to bear the transfer costs and any additional difference in accommodation price.

10. EXISTING BOOKINGS AND COMMENCEMENT

This policy takes effect on **1 November 2026** for new reservations made on or after that date. It does not automatically replace, vary or add terms to a reservation already confirmed before that date. Earlier bookings remain governed by the terms agreed when the booking was made, subject always to mandatory Greek and EU law. Any change to an existing booking agreement must be agreed with the guest in writing. Nothing in this policy removes a consumer's statutory rights.

11. COMPLAINTS AND CONTACT

Please contact Costas Hotel in the first instance with any question or complaint about a reservation or this policy: **info@costashotel.gr**. Guests retain the right to contact the competent consumer-protection bodies and use any applicable dispute-resolution procedures.

12. GOVERNING LAW

This policy is intended to operate under Greek law and applicable European Union consumer-protection legislation. In particular, it refers to Ministerial Decision 4109/2025 (Government Gazette FEK 1546/B/1-4-2025), including Articles 3, 5 and 6. The legal classification of any travel arrangement depends on the actual services and arrangements supplied, not solely on the description used by the parties.

ISSUED BY COSTAS HOTEL MANAGEMENT

Costas Hotel | Kalamaki, Zakynthos 29100, Greece

This is an official business policy notice. It is issued in the name of Costas Hotel Management and is not represented as bearing a handwritten or electronic signature.

Legal basis checked against the published text of Ministerial Decision 4109/2025, FEK 1546/B/01.04.2025. The final policy should be reviewed by a Greek lawyer familiar with the property's precise licence/category and booking channels before publication.