

## Agreement Reservation Policy

- A Payment of 50% will be due during reservation. Remaining cash balance is due on day of arrival. We will not accept payment on day of your departure.
- If you prefer to pay remaining balance by card, we must receive funds at least 7 days prior to your arrival.
- All rates are subject to 13% VAT
- Rates are based on double occupancy.
- Additional persons: €20.00 per person per night (plus tax). No extra guests than listed on reservation is allowed or will be subject to extra charge per person per night or booking cancellation.
- For the comfort of all our guests, we do welcome families with well-behaved children.
- Baby Cot and High Chair must be requested in advance and confirmed by Platakia Blu staff.
- Outdoor non-heated pool is for all guest and is available starting April 1st.
- Pets are not allowed.
- No smoking is allowed in any apartment rooms.
- Free Parking is available to guests.

## Cancellation Policy

As we are a small family hotel, late cancellations and no-shows really affect our business, therefore our deposit and cancellation policy is as follows: The guest can cancel free of charge until 42 days before arrival. The guest will be charged 50% of the total price if they cancel in the 42 days before arrival.

## Arrival & Departure

**Check-In 15:00 – Check-Out 11:00**

**Arrival:** Reception is NOT available; when making reservations please let us know your expected arrival time. Please let us know if the arrival time changes in route to avoid no one being here to greet you when you arrive. No complaints will be accepted if you fail to notify us. Rooms are available from 3:00 pm; if the room is ready before the check-in time you will be allowed to enter; if not you are welcome to leave your luggage with us until it is ready.

**Departure:** You are welcome to leave your bags with us on departure day until 5:00 pm; there is a risk that no one will be here to wait on you if you show up later to pick up your bags. You must leave your room no later than 11:00 am in order for us to have time to clean thoroughly. If you fail to be out by 11.00 am, you will be charged for another night. Please be sure to return the gate and room keys on your day of departure. Please let us know at least one day before your departure if you plan on checking out before 8:00 am.

## House Rules

**HOUSEKEEPING:** Your apartment will be thoroughly cleaned before your arrival. Upon check out, please make sure your apartment is left in the same condition as you arrived. New bath towels will be provided every 3 days. Bed sheets will be changed every 5 days. We kindly ask that you leave your property in the order that you found it; this includes, but is not limited to: the placement of interior and exterior furniture. Please ensure that no dirty dishes are left around and are returned to the cabinets cleaned and dry. Do not place dirty towels on the floor. Bath towels are absolutely forbidden to be used at the beach and pool deck. Please inquire for pool towels. All provided towels must remain on premises at all times.

**MAXIMUM OCCUPANCY:** The maximum number of guests per unit is based on the individual unit's ability to comfortably and safely accommodate our guests. Occupancy limits are in accordance with rules. No exceptions will be made. By example, sleeping limits shown as "accommodates 4-6" indicates a maximum occupancy of "6" people, including children. Guest exceeding maximum occupancy will be subject to forfeiture of advance payment, deposit money, and will be evicted.

**SMOKING:** Smoking and Vaping are strictly prohibited inside all apartments. You will incur additional charges for cleaning and deodorizing if any evidence of smoking or vaping are found in your unit. There are no exceptions to this policy. You may smoke outdoors and always be courteous and clean up your buds/ash.

**BATHROOM ETIQUETTE:** All properties are on private septic and must be treated with care. Please do not flush any paper or sanitary products. Dispose of toilet paper and all sanitary products, baby wipes, etc. in trash bins. Trash bins are cleared daily.

**CHILD SAFETY:** Guests accept full responsibility for all children present in the apartment and on property at any time during your stay, agree that they will be monitored by a responsible adult at all times, and acknowledge that the host bears no liability for their safety or well-being at any time.

**SUPPLIES:** All properties are equipped with initial set up of supplies such as: two toilet paper rolls, dish washing soap, hand soap and trash can liner. Tenants shall provide their own food, cleaning supplies and personal items for the rental period. All linens and bath towels provided are included in the reservation cost.

**REPAIRS AND SERVICE CALLS:** All apartments will be fully functional at check-in but we cannot guarantee appliances, TV's, air conditioners, etc. and refund or rate adjustments cannot be made for any mechanical failure. Any problems needing repairs/services, or inoperative equipment must be reported to us promptly after discovering it. We will make every effort to have repairs done quickly and efficiently, however if you would rather not be bothered just let us know and we will take care of the issue upon your departure. Please know that any items not reported during your stay or reported after your departure will not be subject to any refund or rate adjustment if issue were to warrant as such.

**CHARCOAL GRILL:** Please be cautious when barbecuing and keep a safe distance from patrons, children, and vegetation. Be courteous to others and please clean the area and grill carefully before you leave. All coal and matches must be properly disposed. Use water to extinguish hot coals. Please do not place anything flammable in a regular litter bin. Improperly dumped coals or matches can do major damage, and create a fire.

**UMBRELLAS:** All umbrellas must be kept closed when unattended and during all evening hours.

**POOL:** Please abide by pool rules located by pool area. During Quiet Hours, please be respectful of other guests and neighbors. Swimming in pool is prohibited after 22:00

**GREECE COMMON QUIET HOURS:** As always, please be mindful and courteous of our neighbors and other guests. Summer Period (April 1st through September 30th): 15:00 - 17:30 & 23:00 - 07:00 Winter Period (October 1st through March 31st): 15:30 - 17:30 & 22:30 - 07:30 Offenders of this particular law, should be reported to the Police, in order for them to confirm the offense and the complainant, if they choose, can make a report in writing.

Police: 100, Police station of Corfu: 26610 39509, Police station of Paleokastritsa: 26630 41203, Emergency medical service: 166 Fire Department: 199

## Force Majeure

Platakia Blu cannot accept responsibility or pay any compensation where the performance or prompt performance of the reservation contract is prevented or affected by reason of circumstances which amount to "force majeure".

Circumstances amounting to "force majeure" include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your stay) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic, pandemic and all similar situations beyond our control.

It is explicitly agreed that an event of force majeure suspends execution of the reciprocal obligations for the parties, and that each party shall pay the expenses resulting therefrom. In particular, the guests alone shall pay the additional expenses that might be incurred for any change in hotel, following the event of force majeure.