

Hotel Policies

Check in 15:00 – 22:00 hours

Check out 9:00 – 11:00 hours

(We kindly ask our guests to inform us promptly -from the evening before- regarding their check out time)

Please be aware that our late checkout policy and early check in policy are always depending on our availability.

Late checkout policy:

Our standard checkout time is at 11:00 o'clock.

Late checkout requests are subject to availability.

If availability allows, a late checkout fee would be applied. After 14:00 o'clock, guests will be charged the cost of an additional night.

Early check-in policy:

Our standard check-in time is at 15:00 o'clock.

Early check-in requests are subject to availability.

If availability allows, an early check-in fee would be applied.

For an early arrival before 10.00 a.m., guests will be charged the amount of the previous night.

Reservation Policy:

When booking with Standard Rate, Agnandio Retreat Euboea requests 50% down payment to confirm the reservation, by charging your credit card on the day of the booking.

Payment of the rest balance is requested 30 days prior to check-in.

With the Non-refundable rate, Agnandio Retreat Euboea charges your credit card immediately the 100% of the Booking.

To confirm the reservation, in case you do not have a credit card, please use the bank down payment option on the online booking system.

Accepted Credit Cards:

Visa, Euro / MasterCard.

No personal cheques accepted

Cash transactions at our properties cannot exceed EUR 500

Cancellation policy

Non Refundable policy is not able to be cancelled

Standard policy can be cancelled as follows:

November – March:

Cancel 5 days or less before arrival: payment will not be refunded.

Cancel 5 days or more before arrival: full down payment will be refunded

April – October:

Cancel 15 days or less before arrival: payment will not be refunded.

Cancel 15 days or more before arrival: full down payment will be refunded

Pets

Pets are not allowed

Smoking

Please note that smoking is not permitted on our properties.

Parties

Parties are not allowed

Children and extra bed policy

All children under 5 years stay on baby cot with an additional charge of 30€ per stay/reservation.

Extra beds are being extra charged by 30€ per night.

Any extra bed or baby cot is on request and has to be confirmed by the hotel.

Cleaning Services

A scheduled Housekeeping Service (full cleaning and change of bed sheets, towels, bathrobes, etc) is provided every 3 nights and for reservations that exceed 4 nights.

Towels or linens requested sooner than the scheduled cleaning are provided at an additional fee.

An extra single-day tidy-up service is subject to availability and can be provided upon request. This is an additional charge, depending on the size of the apartment.

Extra Policies

- Heated pools: maximum temperature 21°C (during winter time). Please note that pool heating is available upon request at an additional charge of 40€ per night (not including days prior to the arrival that are needed to preheat the pool).

- In case guests require to use a private pool of another suite which is not occupied by other guests, this can be provided by an extra charge of 100€ per day.

- Gardens & pools need some maintenance. You may meet our responsible staff once per week between 10:00 – 15:00.

DETAILED BOOKING TERMS AND CONDITIONS

Please read these Terms & Conditions carefully as these are legally binding and within the province of the agreement between Agnandio Retreat Euboea and yourself, as the contractor, determining the rights as well as the obligations of each contracting party.

1. BOOKING

1.1 Our Booking Terms and Conditions and your Booking Form contain all provisions of your booking with Elaia Luxury Suites. This applies equally to the Client and to all guests included in the Booking Form as "Occupants".

1.2 Your receipt of this Booking Form constitutes our conditional offer for the rental of the Property and for any additional services that you have requested. This offer is subject to our receipt of the Booking Form, duly completed and signed by you when processing the payment of the booking. If we do not receive the completed and signed Registration Form within the check-in process, our conditional offer will expire and your provisional booking will be cancelled.

1.3 Your booking pertains to accommodation in a furnished luxury property with cleaning and any catering or other auxiliary services that you have requested, as mentioned in the current contract.

2. THE PARTIES

Please note that Agnandio Retreat Euboea is the Owner for the rental of the property, as well as for the Service Provider (any independent provider of services such as catering, chauffeur, etc.) for the services requested.

3. THE PROPERTY

The owner visit and check each property regularly. The information about each property on our website is accurate to the best of our knowledge. We will inform you as soon as possible of any major changes to the property that may render accommodation substantially different to what you have booked. We cannot be held liable for any modifications made to the property without our prior knowledge. Please be aware that we use a fictional name for most of the properties in our portfolio for marketing purposes.

4. PAYMENTS

In order for this offer to become a firm booking, we ask that you follow the Payment Schedule, according to which:

The Initial down payment of 50% of the Total Amount Payable must be in our Bank Account or through credit card within 1 working day of confirmation of receipt of the duly completed and signed Booking Form by Elaia Luxury Suites. The rest balance must be paid by November until March at 5 days before the first day of the Rental Period, or by April until October at 15 days before the first day of the Rental Period. The Security deposit must be paid at the check-in and will be returned 15 days after the check out of the Rental Period.

If reservation is made by November until March within 5 to 0 days before the first day of the Rental Period, or by April until October within 15 to 0 days before the first day of the Rental Period, payment of the Total Amount Payable must take place immediately in order the booking to be confirmed and the duly completed and signed Booking Form by Elaia Luxury Suites. Payment must be made either by credit card or through an immediate remittance to our Bank Account provided by our Reservation Team.

If payments as specified in the Payment Schedule are not received by their respective due dates, or you do not adhere to any other provision in all Booking Documents, Agnandio Retreat Euboea reserves the right to immediately terminate this agreement and cancel your booking. You shall be refused access to the Property. In this event, the cancellation policy as per article 7 of this document shall apply.

5. BOOKING CONFIRMATION DETAILS

Once we have received the Total Amount Payable according to the Payment Schedule, you shall receive a Booking Confirmation from Agnandio Retreat Euboea by e-mail. Please read this confirmation carefully and contact Agnandio Retreat Euboea immediately if the information contained therein is incorrect or incomplete. Agnandio Retreat Euboea shall not be obliged to rectify any errors or omissions that are reported more than 24 hours after transmitting the confirmation.

6. REPRESENTATION

You hereby authorize and appoint any company affiliated with Agnandio Retreat Euboea to act on your behalf and in your name in order to prepare and sign the Short-Term Lease Agreement for the Property with the Owner under the terms included herein and you undertake to hold harmless and indemnify such companies and any officers and/or employees of such companies signing the Short-Term Lease Agreement for the Property with the Owner from any claim arising out of or in connection with the signing of such Short-Term Lease Agreement for the Property.

7. CHANGES & CANCELLATION

7.1 If you wish to make any changes to your confirmed booking, you must notify us in writing as soon as possible and we will try to adjust to the proposed changes, without charging additional charges, if that is feasible, however we cannot guarantee that such requests will be fulfilled. If the above-mentioned changes result in additional cost, you will be informed in writing on the changes and the cost which will be included in our agreement, while article 4 of the present will apply concerning the payment of the additional cost.

7.2 If you wish to cancel your booking, you must inform us immediately in writing. The following cancellation policy shall apply, in the event that a replacement booking does not materialize:

From November until March , cancellation by You up to 15 days prior to first day of Rental Period: 50% shall be refunded.

From April until October, cancellation by You up to 5 days prior to first day of Rental Period: 50% shall be refunded.

From November until March , cancellation by You less than 15 days prior to first day of Rental Period: no refund will be made.

From April until October, cancellation by You less than 5 days prior to first day of Rental Period: no refund will be made.

7.3 If canceled up to 6 days by November until March, or up to 16 days by April until October prior to arrival no fees apply.

If canceled less than 6 days by November until March, or less than 16 days by April until October prior to arrival, 100% of the total stay will be charged.

If canceled less than 5 days by November until March, or less than 15 days by April until October prior to arrival due to force majeure, 100% of the total stay will be charged and the accommodation can be provided within the next 365 days.

In case of a no-show, 100% of the total reservation amount will be charged as a cancellation fee.

7.4 If booking is made by a non-refundable rate, Cancellation is impossible.
Safety Deposit of 500€ should be paid on the check-in and will be returned after the checkout.

8. CHECK- IN / CHECK OUT

Please observe the check-in and check-out times and extra charges listed above. We will try to accommodate requests for early check-in and late check-outs, but cannot guarantee the feasibility.

9. WORKING HOURS OF STAFF

For any emergency, do not hesitate to contact us at any time.

- Our operating hours are daily from 09.00 till 17.00.
- Our Reservation Office is available daily from 09.00 till 17.00
- Our cleaning & maintenance staff is available daily from 09.00 till 16.00.

10. USE OF THE PROPERTY

10.1 Only you and your guests those persons stipulated above may occupy the Property. The number of guests staying overnight in the Property may not exceed the Maximum Occupancy indicated at the beginning and in the rental agreement. In the event the number of guests exceeds the Maximum Occupancy, we reserve the right to ask all guests to vacate the Property immediately.

10.2 You shall use the Property only for the purpose for which it has been let to you (personal lodging). It is forbidden to sublease the Property, to use the premises for any kind of commercial use during the rental (photo shoots, seminars), and / or to hold parties for entertainment or a function involving a large number of invitees unless expressly agreed upon in writing by Agnandio Retreat Euboea or the Owner. Should you make unauthorized use of the Property as indicated, we reserve the right to ask all guests to vacate the Property immediately and keep your Security Down payment as a reasonable penalty. You shall not sublet the Property under any circumstance whatsoever. Photographs taken at the Property cannot be used for publication or sold for profit without written authorization by Agnandio Retreat Euboea and the Owner.

11. GUEST INJURY DISCLAIMER

Agnandio Retreat Euboea cannot be held liable towards you, the Occupants or your guests for any accident or injury that occurred during your stay under any circumstance whatsoever, except in case the accident or injury was caused by gross negligence on the part of Elaia Luxury Suites.

12. SAFETY

Agnandio Retreat Euboea cannot be held liable towards you, the Occupants or your guests for any loss or misplacement of valuables left in the Property during your stay. You and your guests must keep the building's entry and exit and alarm codes confidential.

13. CHILDREN

Agnandio Retreat Euboea will strive to inform you of the suitability of the Property for children. Please note that the supervision, safety and behavior of your children are your sole responsibility.

14. PETS

Pets are not allowed in the Property, in general. Exceptionally, pets could be allowed only after a prior written approval of Elaia Luxury Suites. An additional Security Down payment shall be requested. The amount may vary depending on the chosen property but will not be higher than your Security Down payment.

15. BEHAVIOR

If in the opinion of Elaia Luxury Suites, the Owner or any other person in authority you, your Occupants or your guests, behaves in a manner which causes or is likely to cause danger, excessive disturbance (i.e. to neighbors) or damage to the Property (including common areas such as garages, elevators, pools etc.), or illegal actions or acts in breach of any provision in the Booking Documents and hereby, this Agreement may be terminated effective immediately, you shall all be requested to vacate the Property and Agnandio Retreat Euboea will keep your Security Down payment as a reasonable penalty. In this event, you shall not receive any refund and you shall be held liable for any expenses incurred as a result of your behavior or the behavior of your Occupants or your guests.

Smoking is prohibited in our Properties.

Please respect the low noise hours in Greece:

15:00 – 17:30

22:00 – 07:30

16. DAMAGES / SECURITY DOWN PAYMENT

16.1. The Property shall be checked by the staff of Agnandio Retreat Euboea prior to and after the Rental Period. You shall be held liable for any proven damages or losses caused to the Property and its contents. We recommend that you ensure that your insurance policy covers accidental damage to the Property and its contents.

16.2. You shall be liable for all costs related to the loss of any keys or remote controls provided to you at the beginning of the Rental Period.

16.3. A Security Down payment of 500€ will be effected upon check in and shall be returned within 15 days from the end of the Rental Period. Potential proven damages or losses will be deducted from Security Down payment. In the exceptional case where the cost of repairing/ replacing any proven damages exceeds the Security Down payment, you accept to cover the additional cost within 7 days of a notification sent by email or what's up from Elaia Luxury Suites. If the security deposit is given in cash, it will be returned upon departure.

17. COMPLAINTS AND PROBLEMS DURING YOUR STAY

While both Agnandio Retreat Euboea and the Owner will do everything in their power to provide you with a trouble-free accommodation, a Property may present malfunctions like any other house. Our aim to mend any problem that arises within 24 hours may not always be feasible because of the time of day or day of the week, the location of the suite, the unavailability of technicians, etc. If you are dissatisfied with the Property or the service of a Supplier, please contact us immediately. It is a precondition for any compensation that you inform Agnandio Retreat

Euboea in writing of all complaints as soon as possible and in any event not after the end of your Rental Period.

18. FORCE MAJEURE

Agnandio Retreat Euboea shall not bear any responsibility if the execution of this agreement is no longer possible because of force majeure. All of the following shall be considered force majeure: threat of war, an act of terrorism, industrial action, dangerous weather conditions, pandemic situations, fire, flood, drought, unexpected shutting down of an airport or harbor, and unforeseen changes to transport, time schedules or any other event which is beyond the control of Elaia Luxury Suites.

19. PERSONAL DATA

19.1. Agnandio Retreat Euboea shall act in compliance with legislation pertaining to personal data protection. When you browse our website, we do not collect any information about you. All data are provided by you personally and enable us to process your final booking. These personal details will be retained in our database for future reference. Security measures are in place to ensure that our guests' database is not accessible to any unauthorized company or individual.

19.2. Agnandio Retreat Euboea does need to disclose some personal data to its Service Providers as well as to its Financial Administrator but shall not make the above-mentioned information available to other third parties without your explicit consent. For marketing purposes Agnandio Retreat Euboea requests your consent to the use of some of the stored information provided to contact you about your holidays and keep you up to date on current offers. If you do not wish your data to be stored, other than for our financial administration, please notify us by e-mail.

19.3 Guest passport / ID number and home address must be shared before arrival either with Agnandio Retreat Euboea team members or through filling the check-in form sent to guest by e-mail 48 hours before check-in date.

When guests do a self-check-in after 5.00 p.m., it is mandatory to previously provide all the above information for the self-check-in instructions to be shared.

20. ADVERTISING AND INTERNET INFORMATION

20.1. Agnandio Retreat Euboea truly believes that the information and statements in the content of its website are accurate.

20.2. Every possible effort is made in order to fully and precisely describes each Property and services offered. Moreover, every possible effort is made in order to provide the services described on our website.

20.3. Agnandio Retreat Euboea reserves the right to change published information, prices and itineraries mentioned on its website. On condition that such changes are communicated to you before the submission of the booking form, or after its submission but before the reservation is confirmed by Elaia Luxury Suites, those changes are binding for both parties.

Agnandio Retreat Euboea is not responsible for content, policies and services which are connected/linked to or accessible through its website.

21. INSURANCES

You are responsible for your third-party liability, health and medical repatriation insurances. Agnandio Retreat Euboea is not a travel agent, does not offer such insurances and shall not be held liable for the absence of such insurances.

22. PARTIAL CANCELLATION

A partial cancellation of the provisions of the Booking Documents pursuant to an agreement between the parties or to the decision of a judicial authority shall not affect the validity of the Booking Documents in its entirety.

23. APPLICABLE LAW-JURISDICTION

All disputes arising between you and/or your Occupants or your guests and Agnandio Retreat Euboea and/or any of its directors, officers, or employees, from or in connection with the Booking Documents and/or your stay at the Property in general shall be settled by the Courts of Athens, Greece.

8. CHECK- IN / CHECK OUT

Please observe the check-in and check-out times and extra charges listed above. We will try to accommodate requests for early check-in and late check-outs, but cannot guarantee the feasibility.

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