
FIVE STARS VILLAS

ZAKYNTHOS LUXURY VILLAS CLUB

Accommodation Policy

This is the standard accommodation policy which applies to direct reservations with each of the Villas of Five Stars Villas alliance. All reservations are further subjected to the specific Villa accommodation policy.

Any reservation made via our tour operators and travel agencies network shall be further subjected to the accommodation policy agreed between the two parties. In case of any contradictions, the agreed policy supersedes the current.

By confirming a reservation, the Guest or Agent fully and unconditionally accepts the terms of this Accommodation Policy.

Interpretation

The following expressions shall have the following meanings unless the content otherwise requires:

- “Host”, “Owner”: shall include property owner, joint owners, the host, or any other person assigned by the owner for letting a property.
- “Villa”: refer to the property or, depending on the context, the business run by the Host .
- “Accommodation”, “Property”, “Rental”, “Residence”: alternatives to “Villa”.
- “Five Stars Villas Zakynthos” (“Five Stars Zakynthos Villas”, “5 Stars Zakynthos Villas”, “Five Stars Villas”, “5 Stars Villas”, “Zakynthos Villas Club”, “Us”, “We” or “Our”): The alliance of owners of the Villas.
- “You”, “Guest”, “Guests”: signifies the person or persons renting the Villa.
- “Partner”, “Agent”: Travel Agency, Tour Operator or any other type of business or individuals who perform Reservations on behalf of Guests for the Villa.
- “Website”: Official website of Five Stars Villas Zakynthos, that is zakynthosvillasclub.com.
- “Accommodation Policy”, “Rental Agreement”, “Property Policies”: This document.

Reservation Confirmation & Payments

- In order to confirm a booking, an advance payment of 30% of the total reservation amount is required at the time of the reservation.
- Three (3) months prior to expected arrival date an intermediate payment of 30% of the total reservation amount is required.
- One (1) month prior to expected arrival date the final payment of 40% is required.
- All payments are made by the Guest or Agent via bank deposit or credit card unless otherwise agreed.

Important Notes

- Guest should always provide their full name upon reservation payments.
- Guest should always inform the Host of any deposit via e-mail as soon as possible.
- The reservation is confirmed only as and when a deposit e-mail confirmation with reservation voucher attached is received by the Guest or Agent.
- Confirmed reservations are not be affected by any price change.

Disclaimer: Nor Five Stars Villas or the Host accept liability for erroneous reservations or deposits.

Arrival & Departure

Checking in & out

We take great care in preparing the Villa for our guests. Therefore, we would be grateful if you could inform us on your scheduled time of arrival and by also providing a contact mobile phone number.

Check-in time and Check-out time is villa specific.

On the day of arrival, the Guest may enter the property after the designated check-in time and at the day of the departure, the Guest is kindly requested to vacate the Villa the designated check-out time so that the Villa may be cleaned and prepared for the next guests.

An earlier check in or/and later check out may be possible if the Villa is available, always after the consent of the Host. Extra charges may apply.

Arrival

In case of flight delays or inconvenience whilst traveling, the Guest or Agent should contact us at their earliest convenience.

Upon arrival the Guest are required to show a copy of their ID/Passport to the Host. In case the Host needs to keep the Guest details for their records they are obliged to take a photo on the spot and return the documents to the Guest.

Departure

Guests departing with early flights/ferries are requested to settle any outstanding balance the day before departure at latest.

As a consideration to our arriving guests, please plan to vacate the Villa no later than the designated check-out time.

If you need to extend your stay, please contact us at least one day prior to your expected departure date/time. Reservations extensions are subject to availability.

Additional Payments

Settling of any outstanding balance of the total reservation amount must be made upon Guest arrival or within twenty-four (24) hours from arrival time.

Settling of any additional payment balance, such as for on-demand services, extended stay etc., must be made at least twenty-four (24) hours prior to departure time.

Guests agree that liability for all bills, including unsigned bills is not waived.

Early Arrivals & Late Departures

Extra charges may apply for early arrival or late departure. Charge times and rates are villa-specific.

Guests arriving after the confirmed reservation check-in date or departing prior to confirmed reservation check-out date are charged according to the initial, confirmed reservation dates, not the dates stayed due to late arrival/early departure.

Early check-in and late check-out are subject to availability.

Cancellation Policy

The advance payment of 30% of the total reservation amount is fully refundable up to sixty (60) days after the reservation confirmation date (date of first deposit) provided that the reservation has been confirmed until 31st of January of the reservation year. After that period, the amount of the 30% advance payment is non-refundable.

In all other cases (cancellations, no-show, late arrivals or early departures) the full reservation amount is charged, and all payments are non-refundable.

In the unlikely event of Five Stars Villas or the Host having to cancel a confirmed reservation due to unforeseen reasons such as due to property damage, acts of God, or other forms of forced property unavailability (force majeure), Five Stars Villas and the Host reserve the right to either cancel any reservation and/or to move/change Guests to another accommodation of an equal or better standard (if available) in the area. In case of cancellation due to the above, any amount paid by the Guest or Agent for the reservation will be fully refunded by the Host. However, Five Stars Villas and the Host cannot be held liable for consequential damages of such a cancellation (charges for travel arrangements, extra charges, etc.) and no such claim(s) will be honored.

Breakage Deposit

The Guest is liable for any damage or for the removal /destruction of items on and around the Property, including and not limited to plants, external structures, etc. Guests are expected to respect the Villa and its contents. Villa items, including and not limited to linen and/ ornamental items should remain in the Villa.

Breakage Deposit is the sum of money that the Guest gives as safeguard against possible damages to the Property. The Host reserves the right of charging the Guest with a security deposit in case this is considered appropriate.

At the day of arrival, the Guest are requested to inspect the Villa for any minor issues or damages and report anything worthy of attention to the Host.

At the day of departure, the Guest is obliged to invite the Host to check in their presence all areas of the Villa as well as the Villa equipment for any damages. The Host shall inspect the Property, Property surroundings and equipment and if no damages have been made, the full sum of the Breakage Deposit is given back to the Guest.

The Guest who causes damage to the Villa on purpose or by accident will have to make restitution for the full amount of damage. If the Host notices damages to the property, property surroundings and/or property equipment the cost of repair/replacement is withheld from the Breakage Deposit. In case the resulting repair/replacement costs exceed the amount of the Breakage Deposit, the Breakage Deposit is withheld in full and the additional amount is charged to the Guest.

Properties are expected to be handed back to the Host tidy and clean. An extra cleaning fee may be subtracted from the Breakage Deposit if the property is left excessively dirty or a mess.

In case no Breakage Deposit has been held, all damages evaluated to more than 50 EUR may be required to be paid by the Guest prior to their departure. All unreported damages will be charged to the Guest's or the Agent's credit card or if not possible, will be claimed afterwards in a lawsuit against the Guest or the Agent.

During the Stay

Guests are expected to take good care of the Villa and surrounding areas and try to conserve water and energy. Please turn off taps, electricity, gas, lights, fans, stoves, air-conditioners, water heaters, TVs and any other electric appliances while you are away or when not really needed. Water is extremely scarce in Greek Islands; use it, but do not abuse it.

In case of power outage make sure you do not leave lit appliances or kitchen stoves - fire hazard.

Do not leave the air-conditioners on if there is no need, for example, while you are out of the house. The units can cool the rooms in a very short time from the time you switch them on. Use them only with closed windows and doors for optimum performance and faster cooling. Do not leave towels, clothes etc. on the air conditioning units.

Please close all the doors and windows when out.

If absent from the Villa for longer than two (2) days, please notify the Host.

Please don't throw paper or any other object in the toilets. Use the bins provided.

Changing the setting or decoration of the houses (including furniture placement) without the prior consent of the Host is not allowed. Inside furnishings stay inside and outside furnishing outside.

Guests are expected to use common sense in not bothering neighbors or making noise during on off hours (14:30-18:00 and 23:00-08:00). The Host will exert their right to terminate immediately a lease of the Property without any reimbursement if official complaints are received for noise or drunken behavior at any time.

The Host reserves the right to enter the Property for inspection at all times with reasonable warning/notice to Guest. Supporting personnel (maids, gardener, pool maintenance etc.) will enter the property at pre-agreed times. The Host can enter the Property without notice to the Guest when there is reason to believe that the Villa or Guest is in danger or that the Guest violated the Property rules.

Children

Children are welcome based on specific Villa Children Policy.

Number of Guests & Facilities Usage

Only registered guests are permitted in the Villa. Any property appliances and facilities are for the use of Guests only. No more than the number of persons agreed upon Reservation may stay at or use the Villa facilities. Should more persons than those stated or persons other than the registered Villa Guests are found at any time in the Villa without the explicit consent of the Host, it is up to the Host discretion to ask the Guest to pay additional fees or to terminate the reservation and vacate the Accommodation without any refund.

Smoking

Smoking inside the Villa is strictly prohibited. The Guest shall be responsible for all damage caused by smoking, including but not limited to fire, stains, burns, odors, and removal of debris. If the Guest violates the no-smoking policy, they may be required to immediately vacate the Villa, or they may be removed. In this case the Guest forfeits all rights to the return of any unused Rental Fees. Guests violating this no-smoking policy will forfeit an additional cleaning fee.

Pets

Pets are only welcome based on specific Villa Children Policy. The Guest is not allowed to bring any pets without prior consent and approval of the Host. The Guest shall be responsible for all damage caused by their pet. If the Guest violates the no-pet policy, the Host has the right to forfeit an additional cleaning fee, cancel the rental agreement without any refund or apply extra charges.

Safety & Insurance Issues

The Guest are responsible for (and recommended to procure) their own insurance coverage against theft, personal accidents, trip cancellation etc.

Guests are expected to use common sense and caution not to jeopardize the integrity of the Property and structures or expose them to fire, explosives, flammable or pressurized liquids (e.g. scuba tanks, oxygen bottles, liquefied gas bottles, etc.). In case of such damage, Guests will be held legally liable for such damages and charges shall be pressed according to the Greek Law.

We strongly advise you to have a medical plan that will cover any medical expenses in Greece. In case of sickness or injury, we will do our best to have professional medical assistance for the patient the soonest possible. If you or a member of your family has any serious chronic condition, including severe allergies, you are obliged to inform us in advance. Bring ample supplies of the medications you normally need or take as it may be difficult to find on location. If you are allergic to bees or wasps common in Greece during the summer, please inform us and bring antidotes.

The Guest acknowledges that Villas 's insurance may not cover, thus Five Stars Villas and the Host assume no responsibility for: accidents, injury, death or loss, including consequential damages from the Rental and use of its facilities, loss or damage of personal property including vehicles and valuables due to fire, theft, vandalism, rain, water, criminal or negligent acts of others, or any other cause, by the Guest or their invitees. By confirming a reservation and accepting this Policy, the Guest agrees to fully legally waive any future claim against Five Stars Villas and/or the Host in case such an event occurs.

The swimming pool shall be used with caution for leisure and only. The Guest assumes full responsibility for the use in or around the swimming pool. In case of accident, injury or death, the Guest waives any future claim against Five Stars Villas and/or the Host. **PLEASE NEVER LEAVE CHILDREN UNATTENDED AROUND OR INSIDE THE SWIMMING POOL.**

The Host cherishes our Guest safety and will do what is logical and humanly possible to safeguard it and to warn and protect the Guest of possible dangers.

In no case though will the Host and/or Five Stars Villas assume any responsibility for accidents, Acts of God or any other incidents that may result loss, sickness, injury, death or any other personal or material damage of one or more of the Guests during their stay at the Villa.

Five Stars Villas recommends that the Guest, prior to their stay, obtains insurance to protect them, Guest's invitees and their personal property from any loss or damage.

Valuables

Although all Villas staff is highly reliable and the areas the Villas are located are quite safe, valuables shall be left at the Property at Guest's own risk.

Five Stars Villas and/or the Host cannot be held responsible for any potential loss or damage of personal items. If provided, burglar alarm should be activated, and safes used. You should make sure to have all doors and windows closed and locked when leaving the accommodation.

In the event of any theft or damage occurring through Guest's negligence, the Host reserves the right to ask compensation from the Guest. In case you vacate the property owing to a burglary, no refund shall be given.

Rental Rates

Event hosting, food supplies, drinks, bottled water or any other supplies are NOT included in the rental price unless otherwise agreed with the Host.

Events Hosting

Leasing of the Villa is for the sole purpose of residential housing of the agreed Guests, for the period specified by the Guest Reservation, and for no other use, unless otherwise prior agreed with the Host.

Events, including weddings, receptions, parties, loud music or any other form of gatherings at which more persons are present than permitted by the maximum occupancy for the Property, are not welcomed in the Villa without prior written notice by the Guest and written permission by the Host.

In case the Guest would like to host an event or party during their stay, they must inform the Host well in advance.

If the Guest is found to have hosted an Event without the prior consent of the Host, the Guest is subject to pay additional fees such as Event usage fees depending on number of attendees, and forfeiture of entire breakage security deposit to the Host.

In case the Guest is hosting an event, the following policies apply in addition:

- The Host shall charge the Guest with additional usage fees for using the Villa for the purpose of each event.

- In case the Guest would like their event invitees to gather at the Villa during their stay (apart from the main event which is covered by the above usage fees), there is an additional cost per day depending on the number of persons visiting.
- Bound by the Greek law, loud music after midnight is not permitted in any case.
- The Guest and their invitees agree to be peaceful, to respect and not to disturb other residents of the neighborhood.
- At least one person chosen by the Host will be attending the event to ensure guests safety and security.
- The usage of fireworks or other fire-risk products must be communicated to the Host prior to the event so that the proper permissions from the local authorities are issued as well as for ensuring the proper placement of these products according to the present weather conditions.

Complaints

All the Villas are maintained to the highest standards. Should you experience any difficulties during your stay, the Host will do their utmost to assist and solve the problem as soon as possible.

If, however, you feel the need of reporting the issue, please do not hesitate to contact the Host.

Complaints will be considered only if they have been reported during the stay. Subsequent complaints will not be taken into consideration.

The Host cannot be held responsible for noise or disturbance originating beyond the boundaries of the Property or for any disturbance beyond the Host's control.

Disputes

Any disputes that cannot be resolved in agreement with the Host will be resolved through police intervention or in legal proceedings with the Host.

In the event of any dispute, the parties agree that any such disputes shall be settled by Greek Law.

Policy amendments - Notification of changes

Five Stars Villas and the Hosts reserve the right to change or update this Accommodation Policy at any time without further notice. All Accommodation Policy changes will take effect immediately upon their posting on the Website. Please check the Website periodically for any changes.

Additional information

Should you require any more information or have any questions regarding our Accommodation Policy, please feel free to contact us by email at info@zakynthosvillasclub.com

Violation of property policies by the Guest or the Agent may result the immediate cancellation of the rental agreement, refusal of accommodation and forceful vacation of the Guest from the Property. The Guest or Agent will be required to pay the total amount for the stay of the whole reserved period, regardless of a shorter stay.

Five Stars Villas and/or the Host reserve the right to end immediately the rental agreement and choose to reimburse or not, in case they receive complaints by third parties or in case they have evidence for the impeachment of Greek Law by the Guest.

By accepting this Accommodation Policy, the Guest hereby affirms that they have legally entered Greece and have the legal documents to prove it upon request of the Authorities. In the opposite case, the rental agreement is cancelled immediately, and payment is forfeited in full.

The Guest also agrees that provided personal data such as full name, country of origin and email shall be kept by Five Stars Villas for contacting purposes with all terms and conditions of Five Stars Villas Privacy Policy document applied.

The Accommodation Policy follows the custom and practice of the tourism industry.

Five Stars Villas reserves the right to alter, change or modify services, rates & policies without prior notification.

By making a reservation, the Guest totally and unconditionally accepts all the terms and conditions of this Accommodation Policy and its updates.