

The **Villa Calista** is more than a holiday let – it is our home when we are in Greece. Therefore we ask you to respect our home and be good guests. The villa is furnished and equipped for our full-time living standards. We believe that our villa represents excellent value for the standard of accommodation, views, luxury and privacy offered.

Price of in-season villa rental includes bedding and towels, weekly service of cleaner, regular cleaning of the swimming pool and services of our gardener. Please note beach towels are not provided.

Use of the wi-fi and phone facilities is provided, subject to a reasonable-usage policy. We ask that you not leave the air conditioner on when you leave the villa or leave the doors and windows open, to help us keep costs down and respect the environment. Because we are in a rural area, bottled drinking water is strongly recommended for guests.

**Villa Calista is a property for NON-SMOKERS only, as due to the owner's health requirements, our preferences, and our neighbours' comfort, smoking is not permitted at all - this includes indoors and even outdoors. This rule is strictly enforced.**

**SMOKING is not permitted anywhere in the villa or the surrounding property, including pool area, terraces and gardens.**

## Booking Conditions

### Prices are quoted per week in EUROS.

- Occupation of the property is from 3pm on the first day booked to 10am on the day of departure.
- No pets permitted.
- Diving into the swimming pool is not permitted for safety reasons.
- Children must be supervised by a responsible adult at all times.
- You are respectfully reminded that Villa Calista is non-smoking throughout, including the villa grounds.

Payment is made as follows : a 25% deposit of the weekly rate is due at time of booking with the remaining 75% due in full 8 weeks before arrival. If booking within 8 weeks of arrival, full payment is due immediately.

Security / Damage deposit: A security deposit of 300Euros is required with the initial reservation deposit. It is not applied to the rent; it is fully refundable within 14 days of your departure, providing no damage has occurred (see contract).

**The owners reserve the right to vary these conditions at any time.**

**Greek EOT/ESL (MHTE) # 1042K92003152901**

### Villa Calista Detailed Booking Conditions

EOT license MHTE 1042K92003152901

**ADDRESS: Aspro, Apokoronos (Gavalochori), Crete.**

**CHECK IN: 3pm CHECK OUT: 10am**

**THIS IS A NON SMOKING PROPERTY**

**The maximum number of guests is limited to four (4) persons.**

#### 1. Payment

A 25% (non-refundable after 60 days) deposit of the total cost is due at the time of booking. The remaining 75% is due in full 8 weeks before arrival. Where booking is made within 8 weeks of arrival, the full amount is due immediately.

If booking through HomeAway/VRBO etc., payment can be made via the website.

Payment, in Euros, may be made by electronic funds transfer (e-transfer) to our bank in Canada or in Greece. Information for funds transfer will be sent at the time of booking.

If final payment is not received by the due date then we reserve the right to re-list your holiday dates and you risk forfeiting any deposit already paid.

#### 2. Damage / Security Deposit

A damage deposit of 300 Euros is due at the time of booking. This is fully refundable within 14 days following departure, provided the following provisions are met:

- No damage is done to property or its contents, beyond normal wear and tear.
- No charges are incurred due to illegal activity, pets or collection of rents or services rendered during the stay.
- All debris, rubbish and discards are placed in rubbish bin, and soiled dishes are placed in the dishwasher and cleaned.
- All keys are left on the kitchen table and villa is left locked.
- All charges accrued during the stay are paid prior to departure.
- No linens are lost or damaged.
- No early arrival or late departure.
- The renter is not evicted by the owner (or representative of the owner) or local law enforcement.

#### 3. Confirmation of Booking

Booking will be confirmed upon receipt of deposit by our bank. Confirmation will be sent by email.

#### 4. Cancellation

Guests are strongly advised to take out their own holiday cancellation insurance.

A 60 day notice is required for cancellation. Cancellations that are made more than 60 days prior to the arrival date will incur no penalty. Cancellations, or changes that result in a shortened stay, made within 60 days of arrival forfeit the full advance payment deposit. Cancellation or early departure does not warrant any refund.

Monthly reservation cancellations must be made 120 days prior to check-in.

In the event of your needing to claim on holiday insurance, we will make every effort to provide you with any documentation necessary to prove fees paid.

#### 5. Not Included in your Price

Villa rental prices do not include personal, travel and cancellation insurance, travel costs to the property (including air, ferry or bus transfers), full resort representation or any consumable items other than those provided in the property on arrival. Guests will require a car for this property.

House towels may be used at the poolside but please note that beach towels are not provided.

If you should need to make an emergency call out to our house manager which requires him or her to make a special visit for something which could have been avoided you may be charged a call-out fee. This includes locking in or losing your key.

#### 6. Included in your Price

Prices quoted are for the exclusive use of the property and grounds for the specified period for maximum 4 person occupancy and are quoted in Euros.

For in-season short-term rentals of less than 4 weeks duration, villa rental includes clean sheets, towels and tea towels, weekly cleaning by our housekeeper, regular cleaning and maintenance of swimming pool and gardens. It also includes air conditioning to all bedrooms and living areas in summer and central heating in cooler seasons.

*Long-term rentals (greater than 3 consecutive weeks)  
For winter and longer term rentals, the villa will be cleaned prior to your arrival and should be left in the same state on your departure. Additional mid-stay cleaning can be arranged and paid for locally but is not included in the rental rate. If additional cleaning is required after your departure, this will be charged for. Utility bills and additional fuel, such as logs or oil, will be charged at cost. Relevant meter readings will be taken on arrival and departure. There is a 100Euro deposit due for each week of your stay and any balance remaining after deduction of utility costs will be returned to you.*

Electronic systems, including TV, CD, DVD, appliances, and facilities are provided for your use but the availability or function of any such item cannot be guaranteed. Please be advised there may be power, internet, and water cuts from time to time and this is normal rural Greek life.

Broadband wireless internet access and use of a telephone for local calls are provided. See section 12 for full details.

### 7. Receipts

You will be issued with a receipt representing solely the accommodation component of your stay. This is in accordance with the rules of the Greek Tourism Organisation (EOT).

### 8. Occupancy

The total number of persons staying overnight may not exceed the authorized number as given by you on the booking form and pre-agreed by the owners. Friends/family living or staying nearby and visiting for the day are very welcome but may not stay overnight unless previously authorised.

The villa cannot be re-let or sublet to any other group/party or individual in any circumstances. If persons are discovered staying at the property in excess of those agreed, all your party will be required to leave immediately.

### 9. Arrival and Departure

Guests are required to vacate the property and grounds by 10am on the day of departure, unless other arrangements have been made in advance either with the owners or with our local agents or housekeeper. Guests may arrive from 3pm, unless by prior arrangement.

### 10. Keys, Directions, and Local Contact Numbers

Detailed instructions for key collection and directions to the villa will be sent approximately two weeks prior to the rental commencement by email, together with a contact telephone number of our house manager.

On vacating the property keys should be left as advised at the time. There will be a lost key replacement charge.

### 11. Breakages

Although we understand that accidents happen, you will be liable for extraordinary breakages or acts of malicious vandalism. Please make our house manager aware of breakages as they occur to allow for replacement.

### 12. Internet Usage Policy

The Internet package we subscribe to gives our guests unlimited data over ADSL, via a wireless router, at a speed of up to 4MBs. The wireless signal should be reasonably strong enough to cover the whole villa and avli (covered terrace).

Loss or damage to equipment will be charged at cost of replacement.

When using your own computer equipment at the villa it is your own responsibility to respect International and local laws on privacy, decency and obscenity and to run your own antivirus and firewall software. We accept no responsibility for the legality of any data uploaded or downloaded via the villa's internet link and, if detecting any improper use, will have no hesitation in passing contact details to the Greek authorities.

### Internet Reliability

*As with any rural area, there may be internet and power cuts. We offer this service as a bonus and service is not guaranteed.*

### 13. Telephone

We provide a telephone for occasional and emergency use, and for incoming calls. LOCAL Calls to land lines are included and we will absorb call charges made to the mobile numbers of our support staff using the numbers provided. You are encouraged to bring your own mobile phone.

### 14. Smoking

No smoking is permitted within the villa property or grounds at any time. **Guests contravening this rule will be asked to leave immediately.**

### 15. Parking

Parking is limited to 2 vehicles in designated parking areas only.

### 16. Use of Swimming Pool

You have booked a private villa. We do not provide a lifeguard at the premises. By agreeing to these terms & conditions you confirm that you do not require lifeguard attendance, that you understand that the swimming pool is unattended at all times and that you are responsible for supervising the safety of everyone in the party, and any guests they may have, during pool use and in the adjacent poolside areas.

Diving is strictly prohibited.

There shall be no claim against the property owners if injury or death occurs as a result of any member of the rental party or their guests using the swimming pool.

### 17. Water and Septic

The villa is in a rural area. The tap water is treated and should be fine for drinking, bathing and cooking. However, bottled water is recommended. In Greece, there are occasionally water shortages or cut-offs. These are beyond our control. There is an auxiliary water tank and guests are encouraged to use water responsibly.

Hot water is supplied via the solar heater. In case of the rare cloudy day, there is an immersion heater for extra hot water.

The villa is on a septic system. DO NOT flush anything other than toilet paper. Do not wash food scraps down the sink. No feminine products, cleaning wipes, or diapers should be flushed at any time.

### 18. Fireplace and Outside Barbecue Grill

The fireplace is for winter use only. Winter renters can opt to purchase firewood, by contacting the house manager.

The barbecue runs on gas. Please do not move the barbecue from its location. It must remain clear of the building and vegetation. Instructions for use are included in the villa information book. Should you run out of gas, please contact the house manager for a refill. Please keep the grills clean.

### 19. Renter's Responsibility

The renter is responsible for taking reasonable care of the property and its contents.

At the end of the rental period, the property and its contents, including all equipment, furniture, utensils, crockery and cutlery, etc. must be left clean and tidy and stored in the appropriate cupboards and the hob (stovetop), oven, fridge, freezer, dishwasher, barbecue grill, and microwave must be left clean.

The renter shall ensure that no member of their party engages in any activity in or around the villa and swimming pool which may cause damage, pollution to the water or damage to the structure or filtration equipment, or behave in any way which results in offence to the neighbours or local community.

The renter responsible for booking undertakes that no person will suffer anything to be done which would endanger the policy of the villa owner's insurers in respect of the villa and its contents which might make the same void or voidable.

The renter is responsible for securing their own personal property. A safe is provided for the use of our guests. When leaving the property – even for short periods of time – all windows and shutters must be closed and locked. We are not responsible for lost or stolen items.

### 20. Reasonable and Peaceful Use

The Villa Calista shares the entry driveway and a common property wall with a neighbouring villa. Renters are obligated to respect the other villa's privacy and right to peace and quiet. Unruly, loud or dangerous behaviour or trespassing onto the other villa's property will not be tolerated and will result in the immediate termination of your stay. Local law requires that you observe a "quiet period" between the hours of 3pm and 5:30 pm and after 11pm. This law is enforced.

The property shares a common entry gate. This gate must be kept closed at all times, to prevent local sheep and goats from entering the property.

### 21. Owner's Responsibility and Force Majeur

Neither the owners nor their representatives can be held responsible for any circumstances beyond their control including, but not limited to, mechanical breakdown, illness, swimming pool maintenance, emptying of swimming pool for necessary maintenance, activity in the neighbourhood causing noise or enjoyment of property, or failure of any public service supply.

We cannot accept liability, or pay any compensation, where the performance or prompt performance of our contractual obligations is prevented or affected by 'force majeure'. In these Terms and Conditions of Hire, 'force majeure' means any event which we, as the supplier of the service(s) in question, could not, even with due care, foresee or avoid. Such events may include, but are not limited to: power, water or internet cuts, war, threat of war, civil commotion, or strife, hostilities, strikes or other industrial disputes, natural disasters, fire, acts of God, terrorist activities, quarantine, epidemics, weather conditions, government action or other events outside our control.

**This agreement shall be governed by the laws of Greece to which both parties expressly submit.**

**All exceptions to the policies mentioned must be approved in writing in advance.**

**The owners reserve the right to vary these conditions and rates at any time.**

**EOT license MHTE 1042K92003152901**

**VILLA OWNER: Nancy Reid**

**RENTER: \_\_\_\_\_ Signature: \_\_\_\_\_**

**I acknowledge and agree to the terms and conditions of this agreement.**

**OWNER: NANCY REID Date: \_\_\_\_\_**

**Check in date: \_\_\_\_\_ Check out date: \_\_\_\_\_**

**I UNDERSTAND THAT THIS PROPERTY IS EXCLUSIVELY AVAILABLE TO NON-SMOKERS ONLY AND AGREE TO THE TERMS OUTLINED IN THIS CONTRACT.**



**LEASE CONTRACT according to paragraph 5;  
Article 46 of EOT-ESL law # 417 9/2013**

Trading name of Villa	VILLA CALISTA
EOT MHTE Number (AMA)	1042K92003152901
Electricity supply number of the villa	553600257034
Energy Certificate PEA	A.P. 87907/2016 16AA 86LHF ON000 Y0AJ1-3
Address of the Villa	ASPRO, CRETE MAIL: BOX 21, VAMOS, CRETE
Full name of the 1 <sup>st</sup> villa owner/tax number/ percentage of ownership	NANCY LEE REID 100%
Full name of the 2nd villa owner/tax number/ percentage of ownership	Not applicable
Owner / Property Manager	Nancy Lee Reid Mob: 693 118 6258 Canada Tel (001) 506 459 1173
Tax office	Chania tax office

<p>Guest's full name (one leading name): <i>Please print</i></p> <p>COUNTRY &amp; PASSPORT NUMBER:</p> <p>Email:</p>	<hr/> <hr/> <hr/>
<p>Guest full postal mailing address: <i>Please print</i></p>	<hr/>
<p>Arrival date:</p>	<hr/>
<p>Departure date:</p>	<hr/>
<p><u>RENT</u> for the above period</p>	<p>€ _____ <b>RENT ONLY</b></p> <p><i>Do not include web booking fee or refundable damage deposit</i></p>

<p><b>Currency:</b> EURO</p>	<p><b>Method of Payment :</b> Bank e-transfer to Pireaus Bank from booking site (HomeAway, VRBO, FeWe, etc)</p>
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Date of this contract	
Signature of owner	Nancy Reid
Signature of guest	