

Please Note: Real Lesvos is the trading name of Solves Travel Ltd, and acts solely as an agent on behalf of accommodation owners and other service providers. Your contract for delivery of the accommodation service on Lesvos is with the accommodation owner.

Name of Accommodation – Defkalion Hotel

**Details of Accommodation Owner (“Principal”):**

Taxiarchoula Fili, an individual with registration number AFM 045979436 at address:

Petra, Lesvos, 81109, Greece

Principal Representative:

Name: Efstratios Fili

Contact Telephone Number: +30 697 647 5621 / +30 225 304 1904

Email Address: hoteldefkalion@hotmail.com

Title/Role: Manager

**Accommodation Owner (Principal) Terms & Conditions**

**Cancellation**

If a customer requests to cancel a booking, cancellation charges depend upon the reason for cancellation:

1. Due to changes in governmental advice for travel to Lesvos: full refund to customer.
2. Any other reason:
  - a. More than 4 weeks before customer stay commences, 0% of total booking price (i.e. the deposit amount).
  - b. Less than 4 weeks before customer stay commences, 50% of total booking price.
  - c. Less than 2 weeks before customer stay commences, 100% of total booking price.

The Principal may request the Agent to waive cancellation charges for the customer in extenuating circumstances.

**Payment**

Customer Deposit Due Immediately upon Booking: 10%

Customer Balance due 4 weeks before departure.

**Other Principal Terms & Conditions**

Guests should leave accommodation in the state it was found, allowing for normal usage of the property.

Breakages may be charged for locally.