

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 – Psammos Apartments

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

Ιωάννης Χατζηδουμάνης, (Ioannis Chatzidoumanis) with registration number 0310K132K0272401, at address: Σκάλα Ερεσού (Skala Eressou), Lesvos, Greece.

Principal Representative:

Name: Ioannis Chatzidoumanis

Contact Telephone Number: (+30) 697 2175 297

Email Address: psammoseresos@gmail.com

Title/Role: Owner

**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.

**Check In**

- Our welcome desk opens at 9:00
- Check in hour is 14:00.
- We ask that you inform us on your estimated arrival time so that we may give you directions to the village and guide you to our facilities.
- If your arrival time changes please let us know as soon as possible.

Please have your identity card or passport with you.

If you wish to check in before scheduled check in time, inform us the previous day and we will see to your request according to availability. In any case we will gladly care for your luggage in our welcome desk!

**Check Out**

- Check out is 11:00. We will gladly care for your luggage until our welcome desk closes for the evening!
- If you are departing prior to our opening hours we ask that you take care of all your check out paperwork the day before your departure.

**No-Show**

We would like to ask you to keep in mind to inform us about cancellations or late arrivals, since considering a reservation "No-show" is always an unfortunate turn of events. In case of no-show, your room remains at your disposal until the next day of your scheduled arrival (and until the given check-out time). After the above time the room is released.

**Damages**

We ask that you care for your apartment. If damages or any problems do occur please let us know immediately so that we may address the problem for your own comfort & safety and that of future guests. We reserve the right to charge the visitor in full for the replacement and/or the repair of: mobile/static furnishings, linen/upholstery, decorative items, electrical appliances and/or any parts of the building if damages occur as a result of improper use.