

Please Note: Real Lesvos is the trading name of Solves Travel Ltd and Solves Travel M.IKE, 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 – NEPTUNE OASIS APARTMENT

**Details of Service Provider (“Principal”):**

IOANNIS KRALLIS, with registration number 32626795 at address POSEIDONOS 48, 81108 LESVOS, GREECE.

Principal Representative:

Name: IOANNIS KRALLIS, Title/Role: OWNER

Contact Telephone Number: +30 697 736 8678

Email Address: ykrallis@gmail.com

**Service Provider (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.