

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 Service – Alma Hotel

Details of Service Provider (“Principal”):

ALMA SA, a company with reg. number 124259242000 at address: Avlaki - Petra, Lesvos

Principal Representative: Simone Petridou

Contact Telephone Number: +30 225 304 1100

Email Address: almalestv@otenet.gr

Title/Role: General Manager

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, 10% 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 is after 1500 and check-out before 1000 unless agreed otherwise in advance with the owner.

Local environmental or city taxes may be payable – check in advance to confirm amounts due.