

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 – Heliades Maisonettes

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

Touristikes Epixeiriseis Mithimnas, a company with registration number 0310K91000242301 at address: Kepetzi Street, 81108 Mithimna, Lesvos

Principal Representative:

Name: Yiannis Krallis

Contact Telephone Number: +30 697 331 1109

Email Address: ykrall@gmail.com

Title/Role: Board Member & Reservations 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.

Extra Charges to be paid locally: environmental tax as levied by the Greek authorities. A refundable 50.00 EUR breakages deposit will be requested upon arrival to cover breakages, to be returned at the end of the stay.