ACCOMMODATION TERMS & CONDITIONS

Delfinia Hotel

ACCOMMODATION OWNER ("PRINCIPAL")

Lesvos Tourist Company S.A., a company with registration number 0310K013A0081200 at address: Molyvos, Lesvos, Greece

PRINCIPAL REPRESENTATIVE

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Version 1.2
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Introduction

Please note that 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. The accommodation contract is between the customer and the accommodation owner ("the Principal").

By making a booking and occupying the Property, the customer confirms acceptance of these Terms & Conditions. The person making the booking ("the Lead Guest") accepts responsibility for ensuring that all members of the booking party comply with these Terms & Conditions. For the purposes of these Terms & Conditions, "the Property" means the accommodation identified above together with any associated gardens, terraces, swimming pools, parking areas and facilities provided for guest use.

BOOKING AND PAYMENT

A booking becomes confirmed when the required deposit has been received and accepted by the Principal or the Principal's Agent.

Payment Schedule:

- Deposit due immediately upon booking: 50% of total booking value.
- **Balance due 12 weeks before arrival. Failure to pay the balance by the due date may result in cancellation of the booking and loss of deposit.**
- Special offers and discounts may involve specific payment terms which override the above terms. These will be advised by the agent at the time of booking.

CANCELLATION BY THE CUSTOMER

- Before 31-Dec-2026:
  - No cancellation charge.
- After 31-Dec-2026 but more than 12 weeks before arrival:
  - Cancellation charge Deposit only.
- Less than 12 weeks before arrival:
  - Cancellation charge: 100% of total booking value.

The Principal reserves the right, at its sole discretion, to reduce or waive cancellation charges in extenuating circumstances. Special offers and discounts may involve specific cancellation terms and charges which override the above terms. These will be advised by the agent at the time of booking.

OCCUPANCY

Only the persons included within the booking may occupy the Property.

The maximum occupancy of the Property must not exceed the number of guests stated on the booking confirmation and must never exceed the advertised sleeping capacity of the Property unless expressly agreed in writing by the Principal.

The Principal reserves the right to refuse accommodation to additional guests who are not included within the booking.

Subletting or transferring occupancy of the Property to another person is not permitted without the prior written consent of the Principal.

CHECK-IN AND CHECK-OUT

Unless otherwise agreed:

- Check-in is from 15:00.
- Check-out is by 10:00.

Late departure requests are subject to availability and approval.

Guests must vacate the Property at the agreed departure time to allow preparation for incoming guests.

USE OF THE PROPERTY

The Property is provided solely for holiday accommodation purposes. Guests agree to use the Property responsibly and in a manner that respects neighbouring properties, local residents and the Property itself. The Property must not be used for any unlawful purpose.

Commercial activities, organised events, functions, professional filming, photography sessions or any other commercial use require the prior written consent of the Principal.

Parties, celebrations, organised gatherings or events involving persons beyond the authorised occupancy of the Property are prohibited unless expressly agreed in writing by the Principal.

Guests may not invite additional visitors to the Property where the total number of persons present exceeds the authorised occupancy of the Property.

The use of amplified music, DJs, public address systems, live entertainment or similar equipment is prohibited unless expressly approved in writing by the Principal.

Guests must comply with any operating instructions provided for equipment, appliances and facilities within the Property.

NOISE AND CONSIDERATION FOR OTHERS

Guests must behave in a considerate and respectful manner at all times. Excessive noise, nuisance, anti-social behaviour or conduct likely to disturb other guests, neighbours, local residents is prohibited.

Particular care should be taken during Greek siesta (3pm-5.30pm), evening and night-time hours.

CARE OF THE PROPERTY

Guests agree to keep the Property, furnishings, fixtures, fittings, appliances, equipment, gardens, terraces, swimming pool areas and all other facilities in a clean and reasonable condition throughout their stay.

At the end of the stay, the Property should be left in substantially the same condition as it was found, allowing for normal wear and tear arising from ordinary use.

DAMAGE, BREAKAGES AND ADDITIONAL CLEANING

The Lead Guest accepts responsibility for any loss, damage, breakage, theft, excessive cleaning requirement or additional cost arising from the actions of any member of the booking party or their visitors. The Principal reserves the right to recover the reasonable cost of:

- Repairing damage to the Property.
- Replacing damaged or missing items.
- Additional cleaning.

Guests are requested to report any accidental damage or breakages as soon as reasonably possible. Where practical, supporting evidence and details of costs incurred will be provided.

SWIMMING POOLS, GARDENS AND OUTDOOR FACILITIES

Guests use swimming pools, gardens, terraces, balconies and all outdoor facilities entirely at their own risk.

Children must be supervised by a responsible adult at all times when using or being near swimming pools, balconies, stairways or other potentially hazardous areas.

The Principal accepts no responsibility for accidents, injury, loss or damage arising from failure to exercise reasonable care or supervise children appropriately.

SECURITY

Guests are responsible for securing the Property whenever it is left unattended. Doors, windows and access points should be properly secured when guests leave the Property. Valuables should not be left unattended.

The Principal accepts no responsibility for loss, theft or damage to personal possessions unless caused by the negligence of the Principal.

MAINTENANCE AND ACCESS

The Principal or authorised representatives may require access to the Property during the stay for essential maintenance, repairs, inspections, safety checks or emergency situations.

In emergencies, immediate access may be required without prior notice.

Guests must not interfere with, disable or modify any utility systems, safety equipment, alarms, locks or installations within the Property.