



## BOOKING CONDITIONS

In these conditions "the company" shall mean **Thalpos Holidays** and "the client" will mean the person in whose name the booking is made and accepted.

1. There will not be any contract between the company and the client until :
  - a) The company receives a completed and signed "Booking Form" and the necessary deposit, and
  - b) the booking has been confirmed, accepted and invoiced by the company, and
  - c) the company has received the final payment on time and has sent a "Welcome letter" to the client stating that all monies have been received.
  
2. All deposits by the client should be made in the following sequence :
  - a) A 20% of your total holiday cost should be transferred to our company as soon as we have reserved for you the accommodation that you require and you have signed and sent the "Booking Form"
  - b) The remaining 80% of your total holiday cost should have reached us 30 days prior to your arrival, provided that you have received from us a "Booking Confirmation Invoice"

The company reserves the right to cancel your booking with no refund if payments are not received on time. We must receive the initial deposit of 20% within 5 working days from the day that we have blocked your requested accommodation. The final payment should reach us 30 days prior to your arrival.

3. In the event that you cancel your holiday the initial deposit will be forfeited. If such cancellation occurs within 50 days prior to arrival the following additional cancellation charges will be made:
  - 50-30 days prior to arrival : 25% of the total cost
  - 29-15 days prior to arrival : 50% of the total cost
  - 14-0 days prior to arrival : 80% of the total costCancellation shall only be effective when written notification is received by the company by recorded or registered mail.
  
4. Should the company make any major change or cancel the booking after the date when the final payment is received the client will have the following choices :
  - a) purchasing another available holiday from us
  - b) cancelling the holiday and refunding all monies paid to us as of that day
  
5. In the unlikely event of over booking by a hotel, villa or other service supplier, of which the company is not aware we will provide an alternative accommodation of similar cost. If the cost is lower than the one originally booked, we will refund the difference.
  
6. The company will pay damages calculated in accordance with Greek law in respect of death and bodily injury suffered by any member of the party strictly within the premises of the booked accommodation caused by the negligent act or omission of its employees or by one of its suppliers, provided that they were acting within the scope of or in the course of their employment and on the company's business.

The company requires from the client and all listed in the "Booking Form" to have travel insurance with adequate coverage. Please advise your insurers and your local travel agent.

Any claims should be made prior to your departure in writing. The claimant agrees to assign the company their rights against a supplier or any other person relating to the claim.

The claimant agrees to give his full co-operation in the event that the company or its insurers wish to enforce the rights assigned to them or to which they are subrogated.

Although Thalpos Holidays will always do our best to provide accurate and reliable travel information to assist our clients in traveling to and from the islands, we are not responsible for the accuracy of this information. As with all public transportation, schedules are subject to change without prior notice.

7. Any disputes arising out of or in connection with this contract which can not amicably be settled, should be resolved by a simple method of arbitration and if this falls by a Greek court of law in Skopelos.
8. The client agrees to :
  - a) Not permit anything to be done to the rented property that might lead to damage or to violation of any contract of the insurance of the property. The cost of replacement of any broken, damaged or lost items during the tenancy shall be charged and paid for by the client prior to his departure.
  - b) To vacate the accommodation by 11.00am on the departure day unless other agreement has been made with a staff member of the company.
  - c) Not to sub-let the accommodation.
  - d) Never leave a child or anyone with mobility problems and or anyone with poor swimming abilities to use the pool unsupervised. Please refer to "Important Information" for more information on "pool use and safety".
9. The client must notify the company in the event of a 'no show' on the agreed arrival date. Without prior notification, the company reserves the right to cancel the booking with no refund.
10. "Important Information" as set up below, constitutes part of the booking conditions.

## **IMPORTANT INFORMATION**

If you have any questions concerning your holiday or you require more information please let us know. We will be happy to help you make the right choice. Through our network of agents, we can also help you with information and reservation on islands other than the Sporades.

### **How to book**

Contact us for availability for the accommodation you have chosen. If the accommodation is available we will reserve it for you until we receive by mail a complete and signed "Booking Form" and the necessary deposit is transferred to our account. For speed we will accept a facsimile copy of the "Booking Form" and the bank receipt acknowledging the transfer of the necessary deposit to our account until we receive the originals. The reservation will be held for a period of 5 working days for the "Booking Form" and deposit to reach us.

### **How to pay**

To secure your booking, we require a deposit of 20% of your total holiday cost to be transferred to us. Payment may be made by a money order sent to the National Bank of Greece or by sending us a personal bank cheque. The remaining 80% of your holiday cost is due 30 days prior to your arrival. Payments may be made only in EURO, GBP or USD. Please note that all bank transfer fees are the responsibility of the client. Any balances due in resort are payable in our service office in Euro Cash (no credit cards please) the day after arrival.

### **What documents are you to receive from us?**

1. A "Deposit Confirmation Invoice" which will confirm that we have received your "Booking Form" and adequate deposit, and will verify the remaining balance to be paid.
2. A "Final Confirmation Invoice" which will indicate that all deposits have been received, and therefore the booking procedure is now completed.

### **Insurance**

All persons listed in the "Booking Form" must have travel insurance with adequate coverage prior to your arrival.

### **Safety & hygiene standards**

Safety standards and regulations may not reach the same levels as those of your homeland. Clients should familiarize themselves with the accommodation always being aware of hidden dangers involving swimming pools, balconies, terraces and stairs, especially if traveling with children. Please keep emergency numbers found in your "villa book" at hand. You may reach us 24hrs a day, 7 days a week. Cleaning service and linen change is provided twice a week except Sundays including the arrival clean.

### **Pool use & safety**

Never leave a child or anyone with mobility problems and/or anyone with poor or no swimming abilities to use the pool unsupervised. Adults must take turns being the "watcher" to protect children from possible pool accidents. Do not allow them to enter the pool without the supervision of an adult with adequate swimming capabilities. Do not use flotation devices as a substitute for supervision. Keep rescue equipment by the pool. Remove toys from in and around the pool when it is not in use as toys can attract young children to the pool. No jumping, diving and/or running around the pool. Do not use the pool during a thunder storm as the water might attract lightning. During the Greek siesta times of 14:00-17:00, please be considerate of pool noises in the vicinity of neighbors. Use of pools is not allowed from 23:00-06:00 for your own safety. Do not open the box or compartment where the pool's pump is found. Do not change the settings in the pool's control box.

### **Pregnancy and health**

For safety purposes we regret that we can not accept clients that have passed their sixth month of pregnancy. We will be happy to have you visit us next year though!!! Please bring adequate supplies of your medicine or ask us to find out if your specific medicine may be found in Greece. If you have mobility or other health problems, please contact us for advice on suitable properties.

### **Pets**

Generally pets are not accepted although requests can be considered on an individual basis, but not guaranteed.

### **Pests**

Wasps, flies, mosquitoes, ants, field and tree rats and mice are usually the same type of pests you find in the country side at home - you may also find them here! To avoid unwanted guests, keep all doors and windows closed especially when you are away. Do not keep any food outside storage cabinets and the fridge. Wipe clean all surfaces after food preparation and meals, including terraces after outdoor dining.

### **Power, Water and Other**

Power and water cuts are something common in country locations throughout Greece. These cuts usually do not take place for more than a couple of hours. We do not take responsibility for power and/or water cuts which are due to the public providers and/or caused due to their works. As a result of these cuts, hot water boilers, swimming pool pumps and generally all appliances that use electricity and/or water may be unusable at the time of occurrence. Maid service and pool cleaning may also be disrupted due to power and/or water cuts. If the problem is due to a fault in the property we will respond as soon as we are notified. Due to the country location of most of our properties, this might be within a few hours up to twenty-four hours according to the seriousness of the problem. If the problem renders the property un-inhabitable, i.e. no electric and/or water and/or flooded or damages due to these cuts for more than twenty-four hours from the time that the company was notified (i.e. representative, office and/or our emergency numbers) you may ask us to provide you with an alternative accommodation of similar cost. If the cost is lower than the one originally booked, we will refund the difference. Please be assured that all properties are thoroughly checked before each season to avoid these types of problems but some damages are unforeseen and unavoidable.

### **Service office and representatives**

Our staff in the service office in Skopelos Town is ready to assist you with flight information, excursion offers, car, bike and boat rental, busses and taxis, information on beaches, exploring possibilities and much, much more. Unfortunately we are not able to accept credit card payment of any kind. Our office is open every day except Sunday and we would be happy to see you in the office during your holiday! Your representative can arrange a personal villa visit on a request basis to answer any individual queries. In addition, a Thalpos Holidays villa folder will be found in each accommodation with detailed information on the villa and the area, including nearest shops, restaurants and beaches. 24hrs emergency numbers are provided in your villa books.

### Transfers

It is included in the rental cost that our representative will meet the 1st arriving party for each property on the port of Skopelos/Alonissos. You will be given a Welcome Letter which includes telephone numbers to our offices, representatives and emergency contact numbers. If you have not booked an escorted arrival transfer to your property and you are arriving before 19:00, you will be given driving instructions/map to your accommodation which can be independently reached via hired car.

Thalpos Holidays offers 4 different transfers which can be booked separately or in combination:

- 1. We are able to arrange Meet & Greet service upon arrival to Skiathos airport.**  
This includes being met at the airport by our representative, handed pre-bought O/W tickets for the first available crossing to Skopelos or Alonissos and provided a taxi to Skiathos port.  
As pre-bought boat tickets can not be changed last minute and therefore will usually be lost in case of flight delays we also cover this risk and will purchase new tickets for you at no extra cost. This service is charged at 35 Euro/person for those traveling to Skopelos and 40 Euro/person for those traveling to Alonissos and must be booked in advance. Many of our guests find this a most convenient service that ensures your transfer to the island of destination runs as smoothly as possible.
- 2. If you would like to have an escorted arrival transfer from the port to your property (alternative to driving instructions), this can be arranged in advance only and is charged 30 Euro per property in Skopelos and Stafilos Areas and 40 Euro in Panormos and Glossa areas. In Alonissos the charge is 35 Euro for Patitiri and Votsi areas and 40 Euro for all other areas. This escorted arrival transfer - including the above fees - is mandatory when arriving after 19:00. (This means ACTUAL arrival time, not SCHEDULED or ticketed arrival time) This is to avoid guests getting lost in remote areas of the islands in the evening hours. For those arriving after 19:00, ALL guests must have either pre-booked car hire OR we will have pre-booked a taxi for you and the transfer to your property must take place immediately upon arrival.**
- 3. When arriving before 19:00 we can pre-book a taxi to take you to your accommodation if you choose not to arrange for car hire or an escorted transfer. This will be payable by you to the taxi driver directly.**
- 4. Full transfers can be arranged from Athens, Volos or Thessaloniki airports or hotels which include a taxi to the departure port and boat tickets to Skopelos or Alonissos. Please contact our office for further information.**

Skopelos and Alonissos do not have street names and numbers. Therefore it is not possible for you to give an address to a taxi driver to take you to your accommodation. Our company taxi drivers know our properties by name and if you have pre-booked an escorted transfer, they are near the port for your arrival to take you directly to your accommodation. As there are limited taxis on the island, particularly in high season, delays in pre-booked taxi transfers of up to  $\frac{1}{2}$  hour can occur in rare cases. If you wish to arrange your own taxi transfer, please note that only 1 or 2 taxi drivers will know all of our properties by name and you may have to wait for one of them to become available.

In case of bad weather the hydrofoils/catamarans and ferries occasionally go into the port of Agnondas (8km from Skopelos on the South side of the island) instead of into Skopelos Town.

Upon arrival into Agnondas you will be met by our representative and transported to Skopelos port by bus or taxi. If you have booked a rental car it will be waiting for you on arrival to the port and your escorted transfer/driving instructions will begin from there.

At the time of confirmation we will forward a **Transfer Form** which must be filled in with pertinent arrival details. Please note that we need the completed Transfer Form as soon as possible and **AT LEAST 7 days** in advance in order to arrange house preparation and arrival meeting. Even though sometimes it is possible, clients can not expect to check-in earlier than 14.00. On departure the accommodation must be vacated by 11.00 unless otherwise arranged with our Service Office/representative. (please note that car return time is 10:00)

The departure transfer from the property to the port is the responsibility of the guest, although we are happy to provide assistance in arranging your taxi time and pick up if requested.

### Car hire

The Company ensures that your booked car will be of good quality and be delivered at the port on your arrival. All the rates quoted on our WEB-site include: **Unlimited mileage, Collision Damage Waiver (CDW)\*, Third party Insurance\*\*, Port Service Charge (PSC), Fire insurance\*, VAT and local taxes.**

\*CDW and Fire insurance do not cover the first 500 Euro + VAT for car hire groups A,B,C & D and the first 700 +VAT for groups E, F & G.

\*\*Third party insurance covers up to 100.000 Euro for damage to property and up to 500.000 Euro for death or injury.

Below additional insurances are **optional** and may be purchased locally at the following rates :

Personal Accident Insurance PAI: 6 €/day

Additional Driver(s) : 3 €/day

Damages on tires and undercarriage are not covered. Any unused rental days are non-refundable.

All cars must be returned by **10:00 AM** on the port of your departure, unless otherwise agreed between yourself and the car hire company. Please note that delivery and pick-up of cars to Glosa port is charged 30 Euro/car.

All cars must be returned with a full tank - otherwise the car hire company will ask you to pay the difference or charge the expenses to your credit card. Damages in excess of CDW which are not brought to the car hire company's attention prior to your departure, will be charged to your credit card by the car hire company, and they will post a receipt to your home address.

Any change of VAT or local tax as well as any substantial increase of insurance costs will affect the rates quoted.

Please note that all cars booked through Thalpos Holidays that have not been pre-paid, are payable in our service office or directly to our representative in **Euro Cash** the day after your arrival.

**DRIVERS' QUALIFICATIONS: Minimum 23 years of age.** Valid driving license must be held for at least 1 year. All drivers must be Credit Card holders or else a deposit of 500 Euros is required as a guarantee to cover petrol, any accident cost, etc. For drivers less than 23 years of age, please contact our service office for special insurance additions.

**IMPORTANT NOTICE:** the above "Important Information" constitutes part of the "Booking Conditions". Please copy the entire file, sign it and send it to our office by fax or mail.

I have read, understood and accepted the above "Booking Conditions" and "Important Information" on behalf of all persons listed in the Booking Form and I confirm that I have not made any amendments to the original Booking Conditions sent to me by Thalpos Holidays.



FULL NAME & DATE

SIGNATURE