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## Terms of Booking & Booking Deposit

By placing a booking with us-1906 White Cave Studio you (**the lead guest**) and your booking party (guests) agree to the following terms and conditions as set-out in this document.

During your stay, you agree to abide by the subsequent conditions as set-out in this document. If you have any questions about the booking, please contact us.

To place a booking with us, **the lead guest** must be at least 16 years of age.

The maximum number of staying guests per room is illustrated in the room occupancy details on our website. Where the person making the booking is different to **the lead guest** taking up the occupation, the person making the booking (**in addition with the guest**) may be held responsible for cancellation, non-arrival and damages as set-out within this document.

Only **the lead guest** and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking, we require a deposit to be paid in advance, this deposit amount is 30% of the total booking costs.

Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within this document.

- Payments can be made: online / over the phone using debit / credit card as well as by digital bank transfer, cheque or cash deposit. Any charges raised against us by our banks for handling dishonoured cheques, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.
- All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

## Check-in & Check-out

Guests must check-in and check-out by the times stated below (we can allow some flexibility regarding these times if you contact us in advance)

- Check-in by: 13:00pm on day of arrival
- Check-out by: 11:00am on day of departure

## Cancellation, Returned Deposit & Non-Arrival Conditions

Guests who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellations made 28 days in advance of arrival date = **Full deposit refund**
- If it is a short notice booking (within the 28 day period) **all monies must be paid in full.**
- The **full amount** must be paid 28 days before your arrival.

It is suggested that guests take out their own travel insurance where required.

In the rare event that we need to cancel your booking, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

## WiFi Fair & Appropriate Usage Policy

- WiFi Internet access is provided and guests will be required to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.
- The Internet access provided is intended for general use such as access to the World Wide Web, email, messaging, social media, light video / music / media streaming.
- It is not intended for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

## Damages & Lost Property

- We reserve the right to charge **the lead guest and the person who makes the booking** for any damages caused throughout their stay, by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.
- Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

## Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, this includes vaping and the use of Heets is only allowed in designated areas as sign posted throughout the accommodation and is in accordance with European Law and Greek Government Law (2011)

## Pets & Service Dogs

We do not accept pets throughout the accommodation, except for guide dogs.

## Parking

We can advise you of nearby parking facilities if applicable

## Your Personal Details & Privacy

- We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the Greek Government Law and EU Laws. These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation) [which came into force in May 2018].

- You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

## Our Right To Cancellation

- We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.