

## TERMS AND CONDITIONS

### **ABOUT THE OPERATION OF THE ACCOMMODATION (Venus Guesthouse)**

Dear guests, thank you for choosing Venus Guesthouse.

Please read the terms and conditions carefully before making a booking through the Venus Guesthouse website. When you visit or use our website you accept the legal obligation arising from these terms and conditions as amended from time to time. These terms and conditions will form the basis of the agreement between you and all adults and/or minors participating in your booking. By making this booking you accept your commitment to the terms and conditions that have been incorporated into your contract.

### **USE OF THE WEBSITE.**

- We reserve the right to make modifications or corrections, changes, suspension or discontinuation of any part of the website at any time.
- We do not provide any express or implied warranty, representation or approval in relation to the website or any information, service or product provided through the website.
- We do not accept liability for any loss or damage of any nature whatsoever arising from or in connection with the visit or use of the website or its contents whether due to inaccuracy, error, omission or any other cause, whether caused by the accommodation (Venus Guesthouse), our employees or agents or any other natural or legal person.

### **PRICES**

- All users are advised to carefully check the information displayed before making any agreement. The

Availability, prices and cancellation are subject to the rate listed for each apartment and you should carefully read the details provided for the rates before making an online booking. Offers may have additional terms and conditions of cancellation specific to the offer. It is recommended that you check these carefully before completing your online booking.

- Each apartment will have terms and conditions depending on its capacity. • It is recommended that you check these terms and conditions before make an online reservation.
- All accounts must be settled in full before the departure. **VAT**

#### **AND MUNICIPAL TAXES.**

They are not subject to VAT.

#### **VIDEO SURVEILLANCE SYSTEM.**

The property has a video surveillance system exclusively in all external common areas. By using the property's services, you agree to the video surveillance. The property guarantees its guests the confidentiality of the information and personal data provided. The property management may terminate the provision of services to guests who do not follow the rules and do not respect its policy.

#### **ACCOMMODATION RULES.**

Upon arrival at Venus Guesthouse, the guest is required to submit a personal document for registration, ID, passport, driving license. In case of not having these documents, Venus Guesthouse has the absolute right not to proceed with check-in.

- The equipment of each room is checked before check-in and after check-out.
- Guests are responsible for all damages and deficiencies in the rooms where they are accommodated. In case of any damage or accident in the environment, the guest is obliged to inform. In case an item is missing or damaged and the guest hid it and it was discovered after departure, Venus Guesthouse immediately informs its customer

and has the absolute right to request repair or compensation for the item.

- Items forgotten by guests remain for up to 6 months, and the transportation costs for their return are at the expense of their owners. After 6 months, Venus Guesthouse has no responsibility for the forgotten contents.

### **SECURITY OF CREDIT CARD USE.**

The property does not accept credit or debit cards.

### **ACCOMMODATION PAYMENT POLICY.**

Accepted payment methods: •

- Cash (upon arrival/departure) • Transfer/  
Deposit to bank account

**Payment of the balance of reservations made with a 50% deposit is made upon arrival (check-in).**

### **CHECK-IN/CHECK-OUT.**

- Arrival is after 15:00 and until 18:00, while departure – no later than 11:00. • In case of late arrival after 18:00, please inform us. • If you want to depart later than 11:00, it is necessary to request consent and confirmation from the owner. After confirmation, the following additional payments apply:
  - Departure no later than 18:00 – you will be charged 30% of the cost apartment used?
  - Departure after 18:00 – you will be charged 100% of the room cost.

### **RESERVATION.**

- Venus Guesthouse will make every effort to complete the reservation as best it can based on the information provided. However, it reserves the right to provide alternative services or at least of equal value without additional charges to the guest. • The guest does not have the right to transfer the reservation to a third party or to use the accommodation facilities for purposes other than accommodation.

- In the event of a reservation by individuals, a tour operator or a travel agency for a long period of stay, an agreement is made, depending on the case between the two parties. Events and any other forms of gatherings that have not been informed and that at the same time cause tension among the other guests are strictly prohibited. Venus Guesthouse must in any case have been fully informed of the purpose of the group reservation. In the event that any action is taken without information and confirmation from the management, Venus Guesthouse has the absolute right to terminate the stay. • Although the accommodation has taken all reasonable steps to ensure that the information contained in the brochures, prices, advertisements and on its website is accurate, it reserves the right to modify, replace or withdraw any service, facility or provision without notice if necessary.

- Notwithstanding anything contained in these terms, the accommodation shall not be liable for any total or partial failure to fulfill its obligations to the customer in the event of any of the following circumstances: • Strikes • Other unusual events • Fire in or near the accommodation • Flood in or near the accommodation • Riots, disputes or civil strife • Terrorism or attempted terrorism. • Force majeure • Legal proceedings against the accommodation, which do not result from its negligence, which prevent the provision of services.

## **CANCELLATION AND PREPAYMENT POLICIES.**

For flexible bookings:

- The guest can cancel without charge up to 14 days before arrival. The guest will be charged the prepayment of the price if he cancels within 14 days before arrival. • A prepayment of up to 50% of the total amount is required. For non-refundable reservations:

- The guest will be charged the total price if they cancel at any time. If the guest does not show up they will be charged the total price.

- The visitor must prepay the total price of any dot.
- The accommodation may cancel the reservation if the accommodation or any part of it is closed due to circumstances beyond its control. In this case, the accommodation will reimburse the amount paid but will not bear any other liability towards the guest.
- In case of cancellation of a Venus Guesthouse reservation, you may be entitled to a partial or full refund of the amount of your reservation. The final amount that will be refunded to you will be based on the accommodation's cancellation policy and the corresponding penalty that it entails. The amount that will be refunded to you is the total amount of the reservation minus the cancellation policy penalty -10%. Please note that for any change or cancellation of a reservation there is a charge of 10% of the value of the reservation. The refund of the money that you are entitled to based on the above is made within a period of between 15 and 30 days.
- Venus Guesthouse strives to provide the best possible services and to help each of its customers to be compensated for any adverse situation that may arise regarding their reservation. Venus Guesthouse operates as an independent company with the aim of promoting accommodation services.
- It is not responsible for the following:
  - Air tickets
  - Car rentals
  - Other tourism service suppliers.
- Therefore, it has no control over the personnel, equipment and operation of these suppliers and cannot be held responsible for any disruption, injury, damage to property or theft that may occur as a result of the suppliers' wrongful actions or omissions.

#### **ACCOMMODATION LIABILITY LIMITATION (Venus Guesthouse).**

- Venus Guesthouse is not liable for the death or injury of persons caused by their negligence or by the negligence of third parties not present at the accommodation. Venus Guesthouse is not liable for the acts and/or omissions of its independent suppliers.
- In case of transmission of disease or any type of infection from a customer or in case of problems in its operation

accommodation due to the presentation of psychotic illnesses and insanity behaviors or in the event of suicide or homicide of customers or third parties within the premises of the accommodation, the business has the right to claim compensation for the material damages caused or for the damage to the reputation of the Accommodation, from the customer who took any of the above actions or from his heirs and universal successors. The amount of compensation is determined by a decision of the Court or the Secretary General of the Greek National Tourism Organization. The customer of the accommodation is responsible for any damage or injury caused to the accommodation and is due to him or his guests or his staff, or to any other person for whom the customer is responsible

(breaking glasses, dishes, sinks, damage to electrical appliances, furniture, carpets, clothing and anything else that disturbs other guests and the environment.

#### **VISITOR DAMAGES.**

- In case of malicious, intentional or negligent damage to the room or any area, Venus Guesthouse will charge the amount or any loss caused, including any losses from business interruption, to the registered customer's credit/debit card. In case the customer's payment was made by means other than a credit/debit card, Venus Guesthouse will initiate legal proceedings.
- No liability is accepted in case of theft, injury or illness of guests, representatives or visitors, or for loss or damage of any kind unless it was the result of the negligence of Venus Guesthouse or its employees.

- Visitors are responsible for their own insurance coverage.

#### **WIFI TERMS OF USE.**

By using the WiFi Service provided by Venus Guesthouse for access to the internet via a wireless network (WiFi) exclusively (hereinafter referred to as the Service), I accept, acknowledge and declare the following:

- In any event, by accessing and using the WiFi Service on my behalf, I agree that the exclusions and limitations of liability set forth herein are fair and reasonable. In the event of

which I consider to be not logical and correct, should not **be use the WiFi Service.**

- I am over 18 years of age, as the WiFi Service is only available for people aged 18 and over. Since I want to use the Service my minor child I accept these Terms for his account and I am responsible for supervising the minor my child regarding the proper use of the Service. Venus Guesthouse offers me the WiFi Service free of charge for facilitating my internet browsing during my stay me in his premises.
- The WiFi Service is activated once I successfully complete the procedures for accessing a wireless broadband point access to Venus Guesthouse. The use of the WiFi Service is subject to during my stay at the accommodation.
- Venus Guesthouse does not assume any other obligation towards my, such as, but not limited to, ensuring uninterrupted or continuous connection, stable speed, equipment compatibility, security of equipment, software, personal information or attempted transactions, as well as controlling the transmitted information and data or the suitability of the content of the pages I visit, for which I am solely responsible.
- I acknowledge that the internet is an open environment, that I am solely responsible for its observance and protection of my personal information, that I must act with the utmost utmost care, taking the necessary safety measures, to I prevent the illegal use of my personal data.
- When using the WiFi Service, I must act in good faith, in accordance with good morals, and not engage in acts or omissions that may result in criminal prosecution. or the initiation of any civil or administrative proceedings against of Venus Guesthouse, which are indicatively, and not exclusively, referred to in the Criminal Code, in special criminal laws, in legislation on the protection of personal data, in the legislation on telecommunications, intellectual property legislation, as well as the relevant legislation of the European Union, the National Telecommunications Commission, the Data Protection Authority Personal Data and any other Public or Administrative Authority and Service, nor in acts or omissions that could offend anyone right or other legitimate interest of Venus Guesthouse.

ÿ I am solely responsible for any damage or harm caused to me, the accommodation or third parties by my acts or omissions when using the Venus Guesthouse WiFi Service, which I declare that I will not use to carry out any illegal, unfair, immoral, unethical, abusive, harassing action and in particular for the following actions: 1. Distributing illegal, pornographic, violent, obscene or in any way offensive, slanderous or defamatory content, which may violate the personality of another, is racist or nationally offensive, or is otherwise objectionable. 2. Monitoring, harassing, threatening or harming another

person.

3. Illegal access to systems, network overload, sending unsolicited mail for commercial or non-commercial purposes/spamming, disclosure of confidential information. 4. Violation of copyright.
5. Transmitting, storing or otherwise making available any material that contains viruses or any other code, files or computer programs designed to damage, affect or limit the normal operation of the Service. 6. Interfere with or disrupt the Service (including accessing the Service through automated means, such as scripts or web crawlers), or any servers or networks connected to the Service, or any policies, requirements or regulations of networks connected to the Service (including unauthorized access, use or monitoring of data or traffic related thereto).

7. Planning or carrying out any illegal activity. • The WiFi service is provided “as is”

and “where is”, without any warranty of any kind, express or implied, including warranties of merchantability or fitness for a particular purpose.



- purpose. Venus Guesthouse is not liable for any damage (direct, indirect, positive, consequential) to me related to my use of the WiFi service, even if Venus Guesthouse was informed of the possibility of such damages. • I acknowledge that the Venus Guesthouse WiFi Service is designed and offered exclusively for personal use, on an individual basis. Venus Guesthouse is not liable for any damage or harm suffered by me or any third party in the event of a different use of the WiFi Service (lost profits due to non-completion of a professional activity, loss of opportunity, etc.) from the temporary or permanent interruption of the Service. Venus Guesthouse does not recommend and is not liable for the use of the WiFi Service for professional purposes.
- I am solely responsible for the selection, installation, activation, use and functionality of the equipment, systems, software and security protocols that I will use when connecting to the Venus Guesthouse WiFi Service, as to their suitability and the provision of protection from external threats, including malicious software. • I am solely responsible for maintaining the confidentiality and security of the data that I enter into the WiFi Service and for all activities that I carry out while using it. • Venus Guesthouse cannot guarantee the security of my equipment, nor the integrity, availability and confidentiality of the information, files and data that I exchange via the Internet, against illegal access or use. I acknowledge that it is my responsibility to maintain adequate security measures that prevent illegal access or use of my computer equipment and the disclosure of my confidential information as well as illegal access to the WiFi Service through the Venus Guesthouse equipment. • Technical support is not provided by Venus Guesthouse. Venus Guesthouse accommodation employees cannot or are not obliged to provide clarifications, instructions, etc. regarding the use of the WiFi Service.
  - Violation of any of these terms constitutes grounds for immediate termination of my access to the WiFi Service. • These “WiFi Terms of Use” are governed by Greek and European law and any dispute arising from the application

is subject to the exclusive jurisdiction of the competent courts of Volos

## **SMOKING POLICY.**

Smoking is prohibited in the rooms, hallways and all enclosed areas of Venus Guesthouse. In case it is found that smoking has taken place in a room, the property will charge a cleaning fee of €250 to your account before or after check-out.

## **KITCHEN USE POLICY WITHIN THE ACCOMMODATION.**

- Guests are responsible for the proper use of the kitchen at accommodation
- It is forbidden to prepare food that may cause strong, long-lasting odors in the accommodation. • The room should be ventilated during and after any type of cooking (stopping air conditioning and opening windows) • Ventilation must be used during cooking. • In case the accommodation is delivered with a strong food odor that has permeated the furniture and fabrics, an additional cleaning fee will apply. • Guests are responsible for cleaning and washing their

used dishes.

- Housekeeping is not responsible for washing used utensils. • If there is no intention to use the kitchen and you prefer not to have sharp objects in the room, please let us know and we will be happy to remove them from the room. The accommodation will not be held responsible for any accidents that may occur due to the unauthorized use of kitchen appliances and kitchen items/accessories by minors. **SAFES.**

- The accommodation does not have a free safe. • Store your valuables and documents. • The guest is responsible for any items left in the room or in the accommodation facilities. **ROOM**

## **CLEANING.**

- Rooms are cleaned upon departure and from 11:00 a.m. to 15.00

- You do not provide a cleaning service during your stay (prohibited by law) • If you wish to have a cleaning service during your stay, we will put you in touch with a professional cleaning crew by telephone, the fee of which will be borne by the guest. **CHILDREN AND ADDITIONAL PERSONS.**

- Infants and children up to 2 years old are accommodated free of charge in a baby cot placed in the room, or in their parents' bed. Maximum number per room is 1 baby cot (playpen). [Please request the baby cot in the "Comments" of the online booking on the payment details page]

- For children over 3 years old there is a reduced rate per night per person (should be entered as an additional "**Children**" when booking online).

- The maximum capacity for extra beds/baby cots is 2+1.

The maximum occupancy of the accommodation is 2+2. •

Extra persons/beds may not be automatically calculated in the total cost and will have to be paid for separately during your stay. The capacity limits mentioned above are not exceeded. • Baby cots/playpens and extra beds

are available upon request and availability. Please contact us prior to your arrival to ensure that your preferred bedroom arrangements are available.

## **POLICY FOR CHILDREN.**

- Children under the age of 10 must be accompanied by their parents/guardians at all times during their stay at the accommodation.
- Parents/guardians are responsible for the use of sharp objects and electrical appliances in the room's kitchen. We will be happy to remove sharp objects from the room and exclude the use of appliances to avoid accidents.
- Venus Guesthouse will not be held responsible for accidents resulting from the unauthorized use of appliances and kitchen items by minors.

## **ACCESS POLICY FOR PEOPLE WITH DISABILITIES (DISABLED).**

Venus Guesthouse does not have the appropriate spaces and equipment to serve guests with severe disabilities.

## **PARKING SPACES.**

- Venus Guesthouse does not have free outdoor parking during the stay period, parking is allowed on the streets around the accommodation.
- The accommodation is not responsible for any damage caused to a car on the grounds of open and public parking areas.
- Parking of cars at the entrance and exit of the accommodation is not permitted, as well as in a manner that obstructs traffic. **PETS.**

Pets are allowed by prior arrangement and provided that they stay with their companion in their cage at all times and are NOT left alone in the accommodation. There is a charge upon arrival.

## **PROHIBITIONS**

In order to ensure order and safety at Venus Guesthouse, it is prohibited to:

- Smoking in the rooms and all its enclosed spaces.
- Handing over the key from the room to strangers.
- Storing materials and/or objects hazardous to health and the lives of others.
- Removing and moving furniture from the rooms.
- Violating acceptable standards of behavior, aggressive behavior and / or acts that endanger the health and property of others.
- Causing damage to the property of Venus Guesthouse.

Parking cars at the entrance and exit of the accommodation, as well as in a way that obstructs traffic. Traffic with inappropriate clothing, nudity is also strictly prohibited. In the event that the visitor violates the provisions of this regulation, systematically makes noise, disturbs neighbors and generally behaves inappropriately towards them and the staff, it may be considered

as unwanted and the person in charge of Venus Guesthouse has the right to demand within 24 hours to leave the accommodation and evacuate his luggage. If a case of infectious disease occurs, the relatives of the sick person and the treating doctor must immediately notify the person in charge of the accommodation, the relevant Police station and the nearest Health Center. In case of violation of this regulation, the customer or the owner may, if necessary, contact the Tourist Police or, in the absence thereof, other Police authorities, which are obliged to offer all legal assistance and enforce the implementation of the provisions of this regulation.

Venus guesthouse reserves the right to make additions and modifications to the current policies at any time, without prior notice. To be informed about the current policy, visit the website [www.venusguesthouse.gr](http://www.venusguesthouse.gr)

**By making this reservation you accept your commitment to the terms and conditions incorporated into your contract.**