

Venus Guesthouse

Accommodation Terms & Conditions

ACCOMMODATION TERMS AND CONDITIONS

- Dear guests, thank you for choosing Venus Guesthouse.
- Please read these terms and conditions carefully before making a booking through the Venus Guesthouse website.
- By making a booking, you agree to be bound by the terms and conditions incorporated into your booking agreement.

USE OF THE WEBSITE

- We reserve the right to modify, correct, change, suspend or discontinue any part of the website at any time.
- We provide no express or implied warranty regarding the website or the information, services or products provided through it.
- We accept no liability for loss or damage arising from visiting or using the website.

PRICES

- Users should carefully check all information before making an agreement.
- Availability, prices and cancellation terms apply according to the charges and conditions displayed for each booking.
- All accounts must be settled in full before departure.

VAT AND MUNICIPAL TAXES

- The accommodation is not subject to VAT.

VIDEO SURVEILLANCE SYSTEM

- Video surveillance operates exclusively in the outdoor common areas.
- By using the accommodation services, you agree to video surveillance. The accommodation safeguards the confidentiality of information and personal data.

STAY RULES

- Upon arrival, guests must present an identification document: ID card, passport or driving licence. Without the required documents, Venus Guesthouse may refuse check-in.
- Room equipment is checked before check-in and after check-out.
- Guests are responsible for damages and missing items and must report any damage immediately.
- Lost property is kept for up to 6 months; return shipping costs are borne by the owner.

PAYMENT POLICY

- The accommodation does not accept credit or debit cards.
- Accepted payment methods: cash at arrival/departure or bank transfer/deposit.
- For bookings with a 50% deposit, the remaining balance is payable at check-in.

CHECK-IN / CHECK-OUT

- Check-in is after 15:00 and until 18:00. Check-out is by 11:00.
- For arrivals after 18:00, guests must inform us.
- Late check-out requires prior approval. Until 18:00, 30% of the apartment cost is charged; after 18:00, 100% is charged.

CANCELLATION AND PREPAYMENT POLICIES

- Flexible bookings: free cancellation up to 14 days before arrival. Within 14 days, the deposit is charged. A deposit of up to 50% is required.
- Non-refundable bookings: the full price is charged in case of cancellation or no-show and the full amount must be prepaid.
- A 10% booking-value fee applies to changes or cancellations where provided by the applicable policy.

WiFi TERMS OF USE

- WiFi is provided free of charge during the stay.
- Continuous connection, fixed speed or security of equipment and data cannot be guaranteed.
- Illegal, abusive or harmful use is prohibited, including unauthorized access, spam, copyright infringement and malware transmission.
- Violation of these terms may result in immediate termination of access.

SMOKING POLICY

- Smoking is prohibited in rooms, corridors and all enclosed areas.
- A €250 cleaning fee applies if smoking is detected in a room.

KITCHEN USE POLICY

- Guests are responsible for proper use of the kitchen.
- Food preparation causing strong, persistent odours is prohibited.
- The room must be ventilated during and after cooking and the ventilation system must be used.
- Guests are responsible for washing used dishes and utensils.

ROOM CLEANING

- Rooms are cleaned upon departure, from 11:00 to 15:00.
- Housekeeping service is not provided during the stay.
- If requested, we can put guests in contact with a professional cleaning service at the guest's expense.

CHILDREN AND EXTRA GUESTS

- Infants and children up to 2 years stay free in a cot/travel cot, subject to request and availability.
- Reduced nightly charges apply for children over 3, according to the booking.
- Maximum accommodation capacity is 2+2.

CHILDREN'S POLICY

- Children under 10 must be accompanied by a parent/guardian.
- Parents/guardians are responsible for the use of sharp objects and electrical appliances.

PARKING

- No free private outdoor parking is provided. Parking is permitted on the surrounding public streets.
- Parking at the entrance or exit, or in a way that obstructs traffic, is prohibited.

PETS

- Pets are not permitted anywhere on the Venus Guesthouse premises.

PROHIBITIONS

- Smoking in enclosed areas is prohibited.
- Keys must not be given to third parties.
- Dangerous materials or objects may not be stored.
- Furniture may not be removed or moved from the rooms.
- Aggressive or dangerous behaviour and damage to property are prohibited.
- Parking that obstructs access, exit or traffic is prohibited.

FINAL PROVISIONS

- Venus Guesthouse reserves the right to add to or amend its current policies.
- In the event of serious or repeated violation of the rules, the guest may be required to leave the accommodation in accordance with applicable law.
- By making a booking, the guest accepts these terms and conditions.

Venus Guesthouse – Portaria, Pelion, Greece