



Booking & Cancellation Policy

www.doingbusiness.gr

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1. Booking, Check-in/ Check-out

By making a reservation, you declare full knowledge and unconditional acceptance of the hotel's accommodation, reservation, payment and cancellation policies.

Contact hours for information and phone booking 10:00-20:00.

Reception hours 08:00 - 20:00

Arrivals 09:00 - 21:00

Departures 08:00 - 12:00

Hotel massage services always by appointment. Commit when you are interested in time!

2. Cancellation

We kindly ask our guests to inform us as soon as possible for possible changes or cancellations of their Booking.

In general, the cancellation policy for hotels is as follows:

Up to 15 days before arrival, we return the entire deposit. In case of a price discount, the period is set at 21 days before arrival.

After this period, it is possible to transfer the booking, within 1 month from the day of arrival to redeem 100% of the deposit or discount, except for dates that include official holidays and holiday periods.

Also, within 3 months, excluding dates that include official holidays, holiday periods, but also Saturday nights, for bookings in person or for more than 100% of the advance payment or discount.

For an additional 3 months for 50% of the down payment or prepaid amount, excluding dates that include public holidays, holiday periods and Saturday nights.

3. Smoking

Smoking is not permitted in any of our apartments and the rooms or public areas.

4. Guest Conduct

Guests are requested to conduct themselves appropriately at all times and to comply with Hotel procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Hotel or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred

5. Damage

We reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

6. Personal Information

All personal information stored and used by us is done so in accordance with our Privacy Policy, which is available on request or [here](#).

7. Force Majeure

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, water, or other utility services, plant machinery, computers, vehicles or any collapse of building structures.

8. Limitation of Liability

Guests are responsible throughout their stay at the hotel for the safekeeping of their personal and/ or valuables, money, etc. The Hotel shall accept no liability for loss, destruction or damage, except in case of intent or gross negligence. It is highly recommended that upon arrival at the hotel, guests lock up their valuables in their room safe or in a safe deposit box at Reception for safekeeping, taking a receipt for this. By presenting that receipt upon departure or any time they wish, they may recollect their items from the Reception. In any other case, the hotel shall not be liable for any loss or destruction. The hotel is exempted from any liability if the loss or damage sustained due to negligence of the customer or other persons residing with him or visits him. Also, the hotel will not be liable if the damage, destruction or loss due to force majeure (earthquake, fire etc.) or any extraordinary nature. The hotel is entitled to refuse items of exceptional character.

9. Governing Law and Jurisdiction

The Contract and any non-contractual obligations arising in connection with it are governed by Greek law.

The Greek Courts of Dodecanese Prefecture have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations.

10. Accuracy of Information

While all reasonable efforts have been taken to ensure the accuracy of the information on the websites, brochures, flyers and advertisements, the Hotel does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular room or apartment.



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