



General Terms and Conditions

Bougainvillea Holiday Home

1. Definitions

- **Bougainvillea Holiday Home:** the accommodation offering rooms for short stays.
 - **Guest:** the natural person making a reservation and/or staying at Bougainvillea Holiday Home.
 - **Reservation:** the agreement between Bougainvillea Holiday Home and the guest regarding the stay.
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2. Applicability

1. These general terms and conditions apply to all reservations and stays at Bougainvillea Holiday Home.
 2. By making a reservation, the guest confirms having read and agreed to these terms and conditions.
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3. Reservation and Confirmation

1. A reservation is final after written or digital confirmation by Bougainvillea Holiday Home.
 2. Bougainvillea Holiday Home reserves the right to refuse a reservation without stating reasons.
 3. A minimum stay of four nights is required.
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4. Payment

1. Payment is to be made:
 - 50% in advance at the time of booking
 - 50% upon arrival (cash or payment request), unless otherwise agreed.
 2. Any additional costs (like extra cleaning) must be settled no later than at departure.
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5. Cancellation

1. Cancellation is free of charge up to 14 days before the arrival date.
 2. In case of cancellation within 48 hours before arrival or in the event of a no-show, 100% of the total stay will be charged.
 3. Cancellations must be communicated in writing or by email.
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6. Arrival and Departure

1. Check-in is possible between **13:00 – 21:00** unless otherwise agreed.

2. Check-out must take place before **10:00 AM** on the day of departure, unless otherwise agreed.
 3. No refund will be given in case of early departure.
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7. Maximum Occupancy

1. The accommodation at Bougainvillea Holiday Home is intended for a **maximum of two (2) adult persons only**.
 2. It is not permitted to accommodate additional persons beyond those stated in the reservation.
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8. House Rules

1. Smoking is not permitted inside the accommodation.
 2. Pets are allowed only after prior consultation.
 3. Guests must avoid causing nuisance or disturbance to other guests or local residents.
 4. Guests are required to treat the accommodation and its inventory with care.
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9. Liability

1. Bougainvillea Holiday Home is not liable for:
 - theft, loss or damage to the guest's personal belongings;
 - personal injury occurring during the stay, except where such injury results from gross negligence or wilful misconduct by Bougainvillea Holiday Home.

2. Any damage caused by the guest must be reported immediately and may be charged to the guest.
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10. Force Majeure

In the event of force majeure (including fire, illness, natural disasters or government measures), Bougainvillea Holiday Home may cancel the reservation without being liable for damages. Any amounts already paid will be refunded.

11. Privacy

Personal data of guests will be handled confidentially and used solely for the purpose of processing reservations, in accordance with applicable data protection regulations (GDPR).

12. Complaints

1. Any complaints should be reported as soon as possible during the stay, so that Bougainvillea Holiday Home has the opportunity to resolve them.
 2. Complaints submitted after departure may not always be considered.
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13. Applicable Law

All agreements and these general terms and conditions are governed by **Greek law**.