

# VILLA BOOKING TERMS AND CONDITIONS

The Walnut Tree Villa, Sami 28080, Kefalonia

- **ARRIVAL/DEPARTURE.** Departure time is **10.00 am**. Availability from **4.00 pm** for new arrivals. We are flexible so please inform us of your flight times, every effort will be made to accommodate different times. You will be met at the property by ACE property management, should your arrival be delayed, please contact Adrian so that alternative arrangements may be made.
- **CANCELLATION** For bookings made through VRBO and Holiday Lettings, their terms can be found on their websites. For bookings made directly with the owners:  
**100%** refund of amount paid if you cancel at least **60** days before check-in.  
**50%** refund of amount paid (less service fee) if you cancel at least **30** days before check-in.  
**0%** refund if you cancel **less than 30** days before check-in. This conforms to industry best practice.
- **CELEBRATIONS AND PARTIES** If guests are planning an “event” at The Walnut Tree, the signatory must disclose this **before** booking, clearly stating the proposed day, numbers, and proposed format. Permission must be obtained before a booking can be confirmed.
- **COMPLAINTS** Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however, you have any cause for complaint it is important that remedial action is taken as soon as possible. It is essential that you contact us if any problem arises so that it can be speedily resolved for you and future guests. It is often extremely difficult (and sometimes impossible) to resolve problems properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence at the Property will usually enable any shortcomings to be rectified straightaway.
- **DAMAGE DEPOSIT** A damage deposit of £300 is required when making the final balance payment for the rental, 8 weeks prior to arrival. The deposit is returnable once our management team have inspected and confirmed the villa to be in a satisfactory condition. We inform guests of any additional cleaning needed, replacements or repairs found to be necessary. Should damage occur exceeding the deposit of £300 you agree to reimburse this. If required, we can provide receipts for insurance purposes.
- **GARDEN AND SWIMMING POOL** We want our guests to have the best time at The Walnut Tree, please respect the garden and enjoy fruits and herbs in season (adults to supervise children).
- The swimming pool is cleaned and maintained throughout your stay. Please adhere to the safety and general ‘Guidelines’ posted in the pool area. **Users of the pool do so at their own risk**. Please, no diving and do not leave children unsupervised in or around the pool. We recommend that long hair is tied back, or a swim cap is used. For further information on keeping safe in the water visit [Water Safety on Holiday | Royal Life Saving Society UK \( RLSS UK \)](#)
- **GROUPS** We accept bookings from family groups or similar. Mixed groups or singles only by special arrangement. You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property. If you do so, we can refuse to hand over the Property to you or can require you to leave it. We will treat any of these circumstances as a cancellation of the Booking by you and we shall be under no obligation to refund you for any fees already paid to us in those circumstances. Any refund will be at our sole discretion.
- **LINEN AND TOWELS/BEACH TOWELS** All linen, towels and **beach towels** are provided. Please ensure that bathroom towels are **NOT** used around the pool or taken to the beach.

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- **NUMBERS** The booking form states 12 as the maximum occupancy. 10 is optimum occupation with up to 12 at the owners' discretion attracting a nominal cleaning & laundry charge per extra guest.
- **PERSONAL SAFETY & PROPERTY** You agree to take all necessary steps to safeguard yourself and your personal possessions whilst at the Villa. You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, travel delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage). A photocopy of cancellation/general travel insurance must be included when returning the booking form or when paying the balance.
- **PETS** Are strictly forbidden due to local bylaws & regulations and as some guests are susceptible to pet hair allergies. Violation forfeits the entire deposit.
- **PROPERTY ACCESS** You agree to allow us or any representative of ours access to the Property at any reasonable time (by arrangement) during your stay for the purpose of pool cleaning, essential repairs, in an emergency or to ensure you are complying with this Booking Contract.
- **RESPONSIBILITY** The signatory on the booking form does so on behalf of all persons occupying the villa during the agreement period. All party members must be aware of and accept the booking terms and conditions. Any breach will result in immediate termination of the booking without refund.
- **SERVICE** The villa is serviced, cleaned, with linen & towel change, weekly. (Applies to bookings of more than one week).
- **SMOKING** Is only permitted outside the villa. Ashtrays are provided and must be emptied in a bin. Safety equipment is fitted throughout for preservation of life, it must not be disabled, removed, or tampered with.
- **VILLA** You agree to keep and leave the Property and the furnishings, including items such as kitchen equipment, crockery and glasses clean and in good condition. You agree not to cause any damage to the walls, doors, windows or any other part of the Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of neighbouring properties. If damage has occurred at the hands of previous guests we make every effort to rectify this prior to your arrival.
- **WiFi** You agree that in thundery weather you will unplug the internet cable and power lead from the router for the duration of the storm. If the router is zapped it may be out of action for up to a week. If a new router is required as a result, you agree to cover this cost. We highly recommend installing **My Lightning Tracker & Alerts** to keep your party connected.