

# GENERAL TERMS & CONDITIONS

**Athens Olive House  
Kelenous 3  
112 57 Athens  
Greece**

These general terms and conditions apply to all our apartments/rooms under the umbrella of Athens Olive House (AOH) property, Kelenous 3, P.C. 112 57, Athens, Greece.

These General Terms and Conditions apply to contracts covering the hire, lease of rooms for lodging, as well as all other services and supplies delivered by the "Athens Olive House" which means the person for whom the house has agreed to provide the services in accordance with these terms. Reservations are made and accepted on the following terms. Please note that by making this booking you are entering a legal agreement with us.

## **1.0 Conclusion of the agreement**

The agreement come into force as soon as booking is made, i.e. room/apartment booked and confirmed directly or through third party, in writing and communicated/transmitted through E-Mails, Post, or SMS or have been made available, if confirmation is no longer possible.

## **2.0 Arrival & Departure (Check in / Check Out)**

Unless otherwise agreed, the room/apartment will not be available before 3pm of the day of arrival. Occupied rooms/apartments have to be vacated by 11am of the day of departure. If the room/apartment is not vacated at 11am, we will be entitled to charge 50% of the full room price for the day of departure. If the room is vacated after 3pm, the full price will be charged.

## **3.0 Payment and Services**

3.1 All payments for accommodation and other services have to be paid on arrival before the accommodation is occupied or services delivered either through Bank transfer. NO payment NO check in.

3.2 All payment must be made into the given Athens Olive House bank account.

3.3 Services, which the tenant is entitled to or pay for which however were not claimed cannot be refunded.

3.4 Any default of payment nullifies every right/claim of the guest and allows the AOH to withhold any further services from the current agreement, as well as to withdraw from any

agreements concerning future services. In addition, we are allowed to charge the tenant with any damages accrued as a result of this default.

#### **4.0 Changes/Cancellation/Withdrawal Terms (Client)**

4.1 All cancellation request and subsequent confirmation must be in writing, date and time must be noted.

4.2 Cancellation 15days before the arrival date is free. Cancellation less than 15days before arrival date attracts 50% of the total amount of business deal/Booking. No show and all cancellations/changes made less than 5 days before arrival date attracts 100% cancellation charges.

4.3. In case of premature departure, the client has not right to any refund.

#### **5.0 Changes/Cancellation/Withdrawal Terms (House)**

5.1 Very very occasionally, we may need to cancel your Booking. In such circumstances you will be given a full refund provided you are not the cause of the cancellation but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavours to try and re-locate any confirmed Booking cancelled by us to an alternative location similar in standard to our property. Your booking is for a part or the entire apartment.

5.2 We have no commitment to not-guaranteed booking. The house is free to cancel booking not paid without any compensation.

5.3 Furthermore the house has the right to withdraw from the contract in following cases:

- When the performance or prompt performance of its obligations is prevented or affected by circumstance beyond the control of the house including but not limited to, war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, technical problems with transport, governmental action and all other similar events.
- If the client uses misleading or false data referring to the guest and/or the purpose of stay. • If the house has substantiated reasons to believe that the utilization of the services will lead to a disturbance within the business, or for reasons of security, or for reasons damaging the reputation of the house in public
- The house is obligated to inform the client of its exertion to withdraw from the contract without delay.
- In case of a justified withdrawal of the contract by the pension the client is not entitled to claim any damages arising hereby.

## **6.0 Guest Behavior**

Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the AOH, 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 AOH, or cause offense 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 AOH 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.

## **7.0 Children**

All children (a person under 16 years of age) staying at the AOH must be accompanied by an adult and must be supervised by an adult at all times.

## **8.0 Limitation of Liability**

8.1 The client is liable for all damages, which incur in the rented/occupied and the House either caused by him, his guests or any other persons, he is responsible for.

8.2 The house is entitled to terminate the agreement without prior notice if the tenant/guest uses the rented rooms for another than the contractually agreed purpose. The claim to payment of the agreed apartment price in the amount of the booking will remain.

### **8.3 Parking**

Free parking possible is available near the AOH, in the public streets. For secured parking services please check via web searching for private parking (many private parking are located in the AOH neighborhood).

### **8.4 Damage**

We reserve the right and you hereby authorize us to request from you the analogous amount for any damage incurred to the AOH during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

8.5 The AOH will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity.

### **Special Information**

- Under no circumstances should the room/apartment be sublet.
- Guests are not allowed to receive/entertain visitor in their room/apartment.
- Tenants may not bring any animals.
- All information will be provided to the best of our knowledge; however, without guaranty.
- No liability will be assumed for lost property (items the tenant has forgotten). Any items will only be returned on request. The AOH commits itself to keeping any items for a period of 2 weeks.
- No liability will be assumed for money or valuables.
- SMOKING is strictly prohibited!! in all rooms in each apartment. In case of violation the customer agrees that THE AOH will request from you the amount of € 400 immediately.

### **9.0 Governing Law and Jurisdiction**

9.1 Exclusive place of jurisdiction is Athens, Greece. This applies also to disputes about cheques and bills.

9.2 Should a provision of this General Terms and Conditions be invalid or become invalid or should this agreement contain an omission, then the legal effect of the other provision shall not thereby be affected. Instead of the invalid provision a valid provision is deemed to have been agreed upon which comes closest to what the parties intended; the same applies in the case of an omission. Apart from that legal provisions apply.

9.3 Greek Laws apply.

9.4 Verbal agreements will only become effective if they have been confirmed in writing by the AOH.

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If you agree with the content of this document please send this pdf file, by e-mail to [athens.olive.house@gmail.com](mailto:athens.olive.house@gmail.com), followed with details about your requested booking (number of guest and dates), back to AOH and we will send you our offer and the AOH's bank information for the deposit of the agreed amount in Euros.

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