

## Booking conditions and further information about Villa Xenia

Our house is privately owned. We would like to let third parties enjoy our home and Crete. We expect everyone who uses our house to handle our things with care and especially have a great time! Enjoy it!

### Cancellation policy

If you cancel an already confirmed booking, you still owe a percentage of the rent, as follows:

Cancel

up to 42 days before arrival at Villa Xenia:	30%
41 days to 28 days before arrival at Villa Xenia:	60%
27 days to 1 day before arrival at Villa Xenia:	90%
cancellation on arrival day or later:	100%

of the rent.

### Complaints

If, despite our careful selection and control, you find an error or imperfection on arrival at the destination, you must immediately report this to VillaXenia or the manager, so that they are able to resolve the complaint. We would like everything to be in order so that you can enjoy a nice holiday.

### Caution money

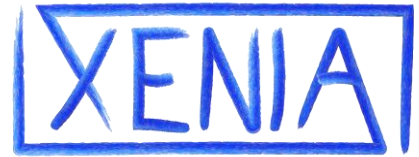
We ask for a deposit of 250 euros. After checking the house on your departure, you will receive the caution money refunded to your account within 14 days.

### Cleaning

You will find the house clean on arrival. We expect you to leave it neatly upon departure. We charge 100 euros per stay for the final cleaning.

### Damage

An accident is in a small corner ... You accidentally trip over and knock something over, for example. In such cases, we will hold you liable for the damage and / or repair and charge the damage to you. Do you want to report the damage to the administrator as soon as possible?



## Energy costs and justdiggit ([www.justdiggit.org](http://www.justdiggit.org))

The rental price includes water and electricity consumption. In our house there are air conditioners in every room. We would like to ask you to use it wisely. Air conditioners devour electricity and are not good for the environment. Also handle the water consumption wisely.

With every booking we donate a gift to justdiggit. They are committed to greening the earth.

## Facilities

Our compact house is fully furnished and equipped with showers, toilets, sink (s) with hot and cold running water, garden furniture and sunbeds by the pool. There is also an outdoor shower by the pool. The kitchen has an induction hob, dishwasher, combination microwave and refrigerator and all the utensils that can be reasonably expected.

The house has 3 bedrooms. Two on the ground floor and one on the floor with ample closet space.

Bedroom 1: 2 single beds of 70 x 2.00 m

Bedroom 2: 1 double bed of 1.60x2.00 m (1 mattress)

Bedroom 3: 1 double bed of 1.60x2.00 m (1 mattress)

The bedroom on the first floor has a private shower / toilet and sink. The floor is also equipped with two roof terraces.

Outdoor kitchen:

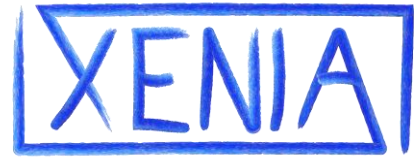
Our house has a beautiful outdoor kitchen with BBQ and pizza oven and running water. You will find instructions for use in the information folder. The outdoor kitchen has a large 6-person outdoor table.

## Insurances

We strongly recommend that you take out travel and cancellation insurance.

## Internet

Our house has an internet connection. You will find the WiFi code in the information folder. Unlike in the Netherlands, the electricity and telephone network in Greece is constructed above ground. This means that it is sensitive to malfunctions. We cannot take responsibility for the failure of the internet connection. Failure to function does not entitle you to compensation.



## Linen

Duvets and pillows are standard in the house. Also plenty of clean bedding and summer blankets. You will receive clean towels and beach towels once a week. Large beach towels are provided for the pool.

## Not suitable for

Villa Xenia is not suitable for the disabled. You have to climb stairs to get to our house. In addition, we do not (yet) have facilities for babies and toddlers. Groups of young people are not allowed in our house.

## Number

Villa Xenia may be occupied by no more than 6 people. The maximum number of people (even temporarily) may not be exceeded without consultation.

If more people than allowed stay in the house without prior permission, we are entitled to deny you access and to terminate the agreement. We may also decide to charge an additional fee for each person and day that the house is redundant.

## Payment

When booking, 50% of the rent (unless otherwise agreed) must be paid within 14 days. The remainder of the rent must be credited to our bank account no later than six weeks before the start.

For reservations within 8 weeks before the start of the rental period, the total rent must be paid.

Our account number is: NL86 INGB 0000 7070 57 in the name of: J.C. Lobik and E. Berghout, stating name and rental period.

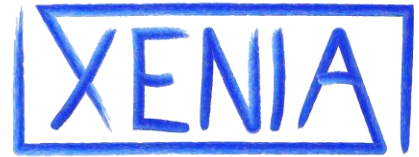
## Pets

Pets are not allowed.

## Prices

The price of Villa Xenia is stated in euros per week or per day. Different prices apply in the pre, post and high season.

In the calendar on our website you can see whether the house is still available.



Low season: November-December-January-February-March	no rentals
April:	1400 per week or 200 per night
High season: May-June-July-August-September	<b>2000 per week</b> or 300 per night
October:	1400 per week or 200 per night

**So in high season we give a discount of 100 euros per 7 nights, when booked via our own website.**

## Rental period

We try to rent out our house as much as possible per whole week. Longer periods are also possible. It is always possible in consultation with Villa Xenia to rent adjusted periods our house. Also check our booking calendar.

Arrival between 2 pm and 8 pm, or in consultation.

Departure before 11 am on the day of departure, or in consultation.

## Reservations

You can see the availability of Villa Xenia directly on our website. If you want to reserve the house you can make the booking via the internet. You will receive a **provisional booking confirmation** by email. The booking is then registered.

Within a few working days you will receive a **final booking confirmation / invoice** from Villa Xenia by email. The invoice will state the rent and the total costs (incl. caution money and final cleaning).

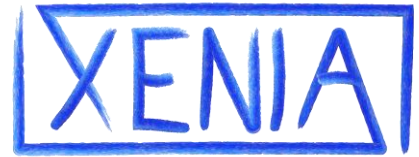
It is all human work. If for any reason your booking cannot be confirmed, we will contact you immediately. The **deposit** (see **Payment**) must be transferred to us within 10 days after the final booking confirmation.

### Reservation is binding

Once you have agreed to the booking conditions and the booking has been confirmed by Villa Xenia, the booking is also final. Online booking of a trip is governed by the travel contract law and not, as some think, by the "distance buying" law with a cooling-off period. This means that the booking is binding from the moment you agree. If you still want to cancel afterwards, the cancellation conditions apply.

## Responsibility

During the stay, the tenant is liable for the house, the furnishings and all matters that belong to Villa Xenia. We cannot accept any liability or responsibility for damage and inconveniences in any form and for whatever cause, for the tenant and others who are in or near Villa Xenia.



The descriptions on the website have been compiled with the utmost care. However, we are not liable for inconveniences arising from interim changes in situations beyond the fault and / or knowledge of Villa Xenia.

If Villa Xenia is forced to cancel the reservation through no fault of its own for any other reason, we will refund the rent already paid, without any right to additional compensation.

## Smoking

It is forbidden to smoke in and around our house. Villa Xenia is a non-smoking home.

## Swimming pool

We have an infinity pool. The dimensions are 3 x 6 meters. Depth approx. 2 meters. The pool is not fenced so only accessible for people who can swim and not suitable for small children.

## Travel documents

About two weeks before departure, if the full travel sum is in our possession, you will receive the travel documents by email. This includes directions to Villa Xenia and practical information about arrival and keys.

## Tourist tax and environmental tax

The tourist tax is included in the price. For the tourist tax we do need the passport numbers of all persons.

Since January 1, 2024, the Greek government has also introduced an environmental tax. This amounts to 15 euros per accommodation per night. We must charge and pay this separately.

## Water

It sometimes happens that the water supply stagnates for several hours or even days in Crete. For those cases, additional water tanks with a total capacity of 1500 litres have been installed on the roof of our house, which will operate automatically. Nevertheless, it may happen that there is no water at Villa Xenia for a while: we cannot prevent this. We count on your understanding.

Water is scarce in Crete. Be careful with water, do not waste it.