

## HOUSE RULES

### 1. CHECK-IN & CHECK-OUT

1.1. *Time of Arrival/Check-in:* 16:00 p.m. of the arrival day of your Booking. It is agreed that Booking Fees are calculated and paid without regard to the time of your arrival on the arrival day of your Booking.

1.2. *Time of Departure/Check-out:* 10 a.m. of the departure day of your Booking. Any delay of Check-Out is subject to Clause 3.8 of the Booking Terms & Conditions.

### 2. SECURITY AND SAFETY

2.1. *Due care and caution:* The use of AkriaThea services and facilities is offered at the sole responsibility of the Guests and should be done with all due care and caution.

2.2. *No unbecoming behavior:* Guests are expected to treat AkriaThea, our staff, the environment of AkriaThea and other Guests with all due respect. Any illegal and inappropriate behavior will not be tolerated. In the event of illegal or inappropriate behavior, we have the right to terminate the Booking and ask for compensation according to the Booking Terms, without prejudice to any other rights and/or claims arising from the applicable law. Any advance payment of the Booking Fees will not be refunded.

2.3. *Travel insurance:* It is recommended that Guests are covered by travel insurance, including for trip cancellation and personal injury.

2.4. *Liability for valuables:* You are solely responsible and liable for your money and/or valuables, as well as for any item and/or belongings subject to your possession and control. If you assume that any damages of your belongings have been caused by us, you must notify us of such damages, providing any necessary and indisputable evidence for our evaluation, immediately and no later than one hour after becoming aware of the alleged damages. If your evidence does not undoubtedly prove that the alleged damages have been actually caused by us due to our fault, we bear no responsibility. In any case, if you fail to notify us timely and properly about the alleged damages (within one hour as above), any obligation of us to compensate you for such alleged damages is extinguished and time-barred.

2.5. *Safety obligations:* All windows and outside doors must be closed and fully locked whenever you leave the premises. You must not leave windows and doors open without supervision or attention, for your own safety and the safety of the property. Additionally, you shall always close the gate.

2.6. *Loss of keys:* Any loss of keys needs to be notified to AkriaThea immediately. Guests are charged for replacement and installation of at least five hundred Euro (500,00€) or any higher amount as incurred, per key and respective lock.

2.7. *Access by third parties:* Unless Guests have been informed upfront by AkriaThea of any third party requiring access (e.g. pool maintenance staff), Guests shall not allow access to any third party (exceptions being state representatives as formally identified, such as police, fire-authority). Should any third party that Guests have not been informed about claim a need to enter the premises, do not allow access, but instead please inform AkriaThea immediately, to align whether such party may indeed access or not.

2.8. *Access by AkriaThea representatives:* In special cases, AkriaThea management or staff may enter the property for safety and urgent purposes, even if the Guests are absent, indicatively if actions are needed to prevent for example predictable or imminent risks such as - but not limited to - flood, fire etc. Guests will be notified before such entry, if possible.

2.9. *No approach to the seaside:* Guests shall not move close to the cliff towards the seaside. Adult Guests have the full responsibility to ensure this for themselves and for any Guest in need of special attention and care, such as for example toddlers and children.

2.10. *No lighting of fire of any kind:* Guests shall not light any fire of any kind in any of the premises or the surroundings of AkriaThea. Smoking is allowed only on the outside terraces, taking strict precautions, see also Other Information & Rules. The use of the fireplace during the winter months is allowed upon approval by AkriaThea and in strict observance of the required handling by the Guests, as communicated by AkriaThea. Note that Greece enforces severe penalties and punishment also for involuntarily causing a fire.

2.11. *Action in case of fire:* AkriaThea is equipped with smoke-detectors. In case of fire, a fire extinguisher can be found on the ground floor. Guests shall immediately inform AkriaThea in case that they perceive or suspect that a fire is breaking out and undertake any reasonable measures to extinguish such fire, without harming their personal physical integrity.

2.12. *Action in case of unusual occurrence:* In case of any unusual occurrence, such as damage or loss of any kind, fire, flood, break-in or similar, Guests shall call AkriaThea immediately as well as the proper authorities, making every effort to safeguard their physical integrity and the property.

2.13. *CCTV:* For safety purposes, AkriaThea is monitored by a closed-circuit CCTV system covering the entrances, backside areas as well as the entrances of Villa Thea and the sides of Akria Suites.

### 3. OTHER INFORMATION & RULES

3.1. *Quiet hours:* The quiet hours in Greece during summer (1 April to 30 September) are 15.00 – 17.30 and 23.00 – 07.00. From 1 October to 31 March the quiet hours are 15.30 – 17.30 and 22.00 – 07.30. Despite the fact that AkriaThea is not located in a densely populated area, Guests are required not to disturb their neighbors and/or other Guests, at any time of the day or night in any way.

3.2. *No smoking inside:* Smoking is not allowed inside AkriaThea. Note that the smoke-detectors may trigger an alarm upon smoking inside. If smoking evidence is found in the house (smoke-alarm, odor, buds, furniture cigarette burns etc.), Guests will be charged a one (1) day-stay Booking Fee, and are liable for any damages and/or losses to AkriaThea.

3.3. *Smoking outside with all caution:* Guests may smoke outside the accommodation on the terraces, under the precondition that they always take all the necessary precautions to prevent fire and litter and protect the surrounding gardens, trees and nature. This implies, for example, strictly no flipping of ashes or cigarette-buds into the environment, but the usage of ashtrays. As mentioned, Greece enforces severe penalties and punishment also for involuntarily causing a fire.

3.4. *Further Information & Rules:*

- Electrical devices: switch off any electrical or electronic devices when not needed, and recheck everything is turned off when leaving the property;

- Toilet-usage: do not throw any items in the toilet as the property operates its own biological sewage system that can be damaged significantly via such practices; Guests shall fully compensate AkriaThea in case of plumbing defects, blockages or any other damage;
- Linen/towels: AkriaThea offers bedroom linen, bath/hand/make-up removal/pool towels based on the number of guests booked. Additional linen and towels can be provided at an additional charge, providing they are intended for the number of guests originally booked. Linen or towels for extra guests cost is included in the daily fee cost per person, based on AkriaThea's policy.
- Make-up removal: for make-up removal, use the small make-up removal towels prior to using the provided towels, bathrobes and linen;
- Interior and outdoors furniture: Guests shall not move outside any furniture that is intended exclusively for indoor use and vice versa;
- Parasol-usage: fold any open parasol and take inside any smaller items such as glasses you may have outside, once the wind is stronger than a fresh breeze (as of 5 Beaufort with max. 38 km/h, which may be checked with the provided wind gauges);
- Wearing of shoes in non-tile outside areas: use shoes/chapels when walking outside the tiled areas, to avoid stepping e.g. onto a sharp stone or thorn;
- Screen-doors/pest control: keep the screen-doors of all opened doors or windows shut at all times; a need for pest-control due to any infestation is chargeable at cost to the Guests. Please note that as per tourism-regulations regarding pest-control, there are black traps in the outside area of AkriaThea; these boxes are conceptualized to be inaccessible to Guests. However, in any case kindly stay away and do not try to access them, and keep your children and pets away.

3.5. *Public water*: AkriaThea is connected to the public water network of the Municipality of Pylos-Nestor, and runs via tanks and water pumps to offer a steady-pressured flow. While the water is filtered also by AkriaThea, it should not be used for drinking or cooking.. Instead, use bottled water, 20 liters of which AkriaThea provides by its water-dispenser to be found at the basement floor. All further required drinking and cooking water needs to be self-provided.

3.6. *To limit water usage*: For environmental reasons, especially given possible public water-shortages during the summer months, please limit your water-usage (e.g., sensibly minimizing the number and the duration of showers, limiting the open tap when washing hands, using the 'small' flushing-option when sufficient etc.). AkriaThea thanks you for that.

3.7. *Garbage disposal*: a garbage container is provided should guests wish to dispose of the garbage. Upon check in the guests will be informed of the available options.

3.8. *Pool Information & Rules*: We wish you a lot of fun in our pools. At the same time, please note and follow the below:

- there is no lifeguard, you use the pool(s) on your own responsibility;
- pool rules signs are available in the pool(s) area(s), please also read them carefully and abide by them at all times;
- the pool(s) are intended for large groups and families, so for reasons of hygiene, also in respect to the next guests, always shower before the use of the pool(s). There are outdoors showers for your convenience;
- do not enter in the house wet;
- the pools have a maximum depth of 1.50 meters;

- pool access is only allowed for Guests older than 2 years and who can swim;
- pets (if accepted based on our pet policy) are never allowed to enter the pool(s);
- always keep the children under supervision;
- any Guests requiring special attention, such as, for example, babies, kids, guests with any disability or special needs etc., must be under constant surveillance, attention, and care of the guests accompanying them, which guests must be over the legal age as defined by the applicable law, be able to swim and not be incapacitated in any way.;
- please do not consume drinks or food in the pool;
- children should kindly use the bathroom before using the pools;
- for your health and safety do not use the pools intoxicated in any way; we also recommend to use the pools at least 3 hours after eating;
- do not dive into the pools, but use the steps;
- do not walk or sit on the pools outer perimeters;
- the pool-lights turn off in late evening; do not swim in the pool in the dark;
- do not use glass and ceramic articles around the pools areas; polypropylene glasses and trays are available;
- do use only the brown towels for the pool-sides, and please do not go in the house wet;
- the pool operates with a salt electrolysis system to keep the use of added chemicals to a minimum; usually once a week, but possibly more often if required, it is cleaned and maintained by the pools service team; this may happen anytime during the day;
- you must compensate AkriaThea for any unusual cost arising from the usage of the pool, including cleaning costs in case food or objects are found in the pool, or in case the pool is used in an unsanitary way, e.g. toilet-issue by a child; in such cases, AkriaThea may have to, at its full discretion, refill the pool, implying cost chargeable to the Guest of at least seven hundred euros (€700.00) or any larger amount needed

#### 4. FACILITIES-AMENITIES

4.1. *Parking & Amenities:* Booking Fees include free open space parking in the estate premises for up to three (3) cars for Thea Villa and one (1) car each for the two Akria Suites for all Guests.

Furthermore, they include cleaning, linens and amenities upon check in (e.g., hygiene products such as shampoo, conditioner, shower gel, body lotion, bathrobe, slippers) and free wifi.

4.2. *Cleaning:* AkriaThea is cleaned and disinfected thoroughly prior to your arrival, which cost is included in your Booking Fee. For bookings of more than 7 consecutive nights, one soft cleaning with linen and towels change is also offered. For additional cleaning and linen services during your stay, please let us know as soon as your reservation is confirmed to inform you of the cleaning crew availability and respective cost.

4.3. *Cooling/Heating:* AkriaThea provides a cooling/heating pump with a separate and automatic temperature control in every room. The property is built with the latest technology of thermal insulation for better environmental management. Please help us protect the environment by not lowering the desired temperature to less than 25 degrees Celsius, and please keep all outside doors and windows shut.

4.4. *Linen & towels:* The linen and towels are offered for the Guests for a comfortable stay and must not be removed from the premises, including for beach visits. The same applies for all objects / furnishings / decoration items in and around the property. AkriaThea reserves the right to demand

compensation at any time after the Guests departure should any item belonging to AkriaThea be removed or damaged.

## 5. EVENTS/ GATHERINGS/ VISITS

5.1. Any type of events, gatherings and visits in AkriaThea from any person or persons that are not declared Guests of AkriaThea are strictly not allowed, unless AkriaThea is informed upfront and has given its approval in writing; reference is made to Clause 2.5 of the Booking Terms & Conditions.

## 6. PET POLICY

6.1. Pets may be accepted, at the full discretion of and in writing by AkriaThea, and only if notified upon booking, and at least 72 hours prior, regarding the type of the pet and any necessary information regarding its behavior and health condition.

6.2. Guests remain fully responsible and liable for any damages to property and/or other Guests and/or personnel of AkriaThea and/or any third party resulting from their pet's behavior.

6.3. For full details regarding Pets, see AkriaThea Pet-policy, which is binding on any Guest intending to bring along a pet.

## **EMERGENCY PHONES**

In case you need urgent special help and/or assistance, Emergency numbers as publicly quoted are as below:

Emergency Service – 112

Police – 100

Fire brigade – 199

Regional clinic in Koroni – 0030 27250 22208

Health Center Pylos – 0030 2723 360000

Hospital of Kalamata – 0030 27213 63000

If you need our help, you may contact the AkriaThea Estate Manager at +306936775089

### **AkriaThea Pet-policy**

#### 1. General pet-rules:

1.1. Owner guest must receive written permission from host in advance for any pet

1.2. Upon approval, Owner guest must agree to pet rules in advance

1.3. Pet owners are directly responsible for their pets, under Greek law and in any event, for all injuries or damages caused by their animals. AkriaThea does not take any responsibility for any issue that may arise from a pets' interactions with people, other pets or wildlife; or for any issue with the pet itself, including for the sufficient enclosure of the plot to keep the pet from going missing

1.4. Any undeclared or non-approved pet, or any pet that does not meet the characterization the approval was based on (e.g. supposedly well-behaved pet being aggressive) gives AkriaThea the right to terminate the booking, at full charge

## 2. Rules for what type of pet is allowed:

2.1. Well behaved pets only, strictly non-hostile to humans or any other animals

2.2. No fighting dogs (no Pitbull or similar) and no dogs that are prone to excessive barking

2.3. Max weight per pet up to 25 kilos

2.4. Pets must have full relevant documentation, including updated shot record of all shots required in Greece

2.5. Pets must be house trained

## 3. Rules for pet fees and other charges:

3.1. For allergenic reasons, a final cleaning will be charged at €200,00 - €600,00 depending on the extent of usage of AkriaThea (e.g. Villa Thea or part of it, or one Akria Suite, or both Suites, or all estate accommodation facilities)

3.2. Additional charges may arise depending on the final cleaning of the house and its surrounding areas (e.g. outdoors furniture)

3.3. Additional weekly cleaning fee of €100,00 may apply depending on the pet

3.4. Pets require security deposits depending on the type of pet (e.g. for dogs €500,00 - €1.000,00 depending e.g. on duration of stay)

3.5. Any detrimental implications on AkriaThea, including but not limited to any damages to furniture, are fully chargeable regarding any possible labour, repair, replacement including transportation cost, or any other cost

## 4. Rules for during stay:

4.1. It must be ensured that any pet does not engage with possible other guests on the estate

4.2. Pets must not be left unattended at any time inside or outside of the estate

4.3. Pets are strictly not allowed on furniture and beds

4.4. Owners must pick up after dog, within the house, the estate and outside (e.g. beach)

4.5. Owners must vacuum after their pet(s) if it/they shed(s) excessively

4.6. Bring along pet's towels (for wiping paws), water and food bowls (pet food is not allowed on the floors inside or outside), their pet bed (and crate if using) and any other cover required depending on the pet (e.g. sofa covers for cats)

**Thank you!**