

Accommodation Rules

for Short-term Rental of a House for Recreational Purposes

POHODA VILLAS RESORT

Chalkidiki, Kassandra 630 77

Part A) Basic Rules

1. Check-in and Check-out of Guests, Rules for Use of Villas and Staying in the Resort, local fees

- The Accommodation Provider is entitled to accommodate only a duly registered Guest who has received a Binding Reservation (online reservation or by email) and paid the agreed price.
- The Villa rental price is published after entering a specifications date of stay and number of persons on the reservation system of the website www.pohodavillas.com <https://pohodavillasresort.reserve-online.net> (hereinafter referred to as the Price). The reservation is considered valid and binding in case of written confirmation by the Host or automatic email confirmation generated by the relevant online reservation system of the Host (hereinafter referred to as the Binding Reservation).
- The agreed price is stated in the price list including value added tax (hereinafter referred to as VAT). The price does not include an environmental fee, which will be paid at the end of the stay in amount local accommodation fees of **EUR 15 per day per villa which will be paid after your stay in Pohoda Villas Resort** (Environmental Fee Climate Crisis Resilience Fee from January 1, 2024, under Article 30 of Greek Law 5073/2023) The fee is payable by the Guest prior to departure and a separate receipt for the Climate Resilience Fee will be issued.
- In Pohoda Villas Resort you can stay with your furry friend, small/medium sized. You may find the terms and conditions of your stay HERE: <https://bit.ly/pv-pets> **An extra payment of 10 EUR per day per pet is requested, payable upon departure.**
- Children under 2 stay free of charge. For children between 3 and 16, the price is 16 EUR per child. Cots, highchairs, and potties are also free of charge.
- For this purpose, the Guest shall present to the Administrator, or other person authorized by the Accommodation Provider, his/her identity card or passport (travel agency voucher) immediately upon arrival at the Resort and will provide other data and information necessary for fulfilling the Accommodation Provider's duties on site. The same applies to the other co-guests accommodated with the Guest.
- Villas are rented for a minimum of three nights in low season and for a minimum of five nights in high season.
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- Check-in of Guests takes place from 5 PM to 23:00 local time. At other times Guests can check in (be accommodated, i.e. the Villa handed over for use) following prior agreement with the Accommodation Provider.
- Check-out of Guests from a Villa and the end of their stay takes place by 11:00 AM local time or by prior agreement; if a Villa is not occupied after their departure, it is possible to arrange check-out from the Villa in accordance with the Guests' needs.
- For the purposes of handing over the keys to a Villa, it is necessary for the Guests to notify the caretaker of their arrival in Greece by telephone no less than 60 minutes before their arrival at the Resort.
- Due to energy savings and environmental protection, the Guests understand that to reduce the temperature in the room in summer they should turn off all lights and electrical devices when leaving the Villa
- The Guests can use the rented Villa including its equipment and devices.
- The Guests may also enjoy the Resort's common areas, garden and swimming pool.
- The Resort (incl. the swimming pool and garden) can only be used by Guests staying in the Villas, not by their friends or third persons invited by them. A breach of this duty is a serious violation and reason for immediate termination of the rental and stay.
- The maximum number of Guests in a Villa is eight (incl. children). The maximum number of people staying in the villa is 6 - 8 people including children, **but please make sure you have inserted the correct number of guests and their ages. Otherwise, extra fees may occur!**
- The Guests are obliged to comply with the safety rules and instructions published on the information board in the Resort – in particular at the swimming pool. Using the swimming pool is at the Guests' own risk, and parents are responsible for their children.
- For hygienic reasons, it is necessary to add chemicals to the water in the swimming pool. It is recommended that the Guests with sensitive skin or eyes consult their doctor about the extent of use.
- The number of sunbeds and sunshades at the swimming pool area does not always correspond to the occupancy of all Villas, and the Accommodation Provider cannot guarantee a free sunbed and sunshade for the entire duration of the Guest's stay.
- The Villas are non-smoking; smoking is allowed only in designated areas (on the terrace or outside in the garden).
- In the Resort and, in particular in the Villas, it is not permitted, without the consent of the Accommodation Provider, to move any equipment, or to interfere in any way with the electricity network or other installations. Guests are not allowed to use their own electrical appliances, with the exception of electric shavers, massagers, hairdryers, etc. that are free of defects and approved for use in the European Union countries.
- Pets are allowed at the Resort. It is possible to agree in advance a consent of the Accommodation Provider. If the Guest brings a pet with the consent of the Accommodation Provider, he/she will bear all responsibility for the good health of the animal, and for any damage caused by the animal. The Guest is obliged to use leashes and muzzles wherever the situation requires.

- If the Guest will have a dog with him/her, the Guest must take into account the fact that the dog must not be around the pool area where there are other clients. Dog excrements in the garden must be removed by the Guest, it cannot be left in the garden. The dog will not be allowed to run freely around the Resort, it must be only nearby the accommodation of the Guest. The dog (or other animal) must be well-behaved, not scratching on furniture, not lying on beds or on upholstered furniture. The dog owner (or the Guest who brought it) will supervise the dog's behaviour to prevent damage to the property's equipment. If any equipment is damaged, the owner of the dog is obliged to pay for the damage. The owner will provide the dog's bed, food bowl and water bowl from his/her own resources, not from the Villa's equipment.
- We recommend not leaving large sums of money, documents and other valuables in the Villa. The Accommodation Provider is not liable for damage caused to belongings brought in or left in the Resort and Villa area. We do not recommend taking expensive jewellery on holiday. However, if you have any valuables with you, we recommend using the safe available in each Villa.
- The Accommodation Provider is not responsible for any loss, damage, destruction or theft of objects and personal belongings of all persons during their stay in the Villa. The Guest is obliged to ensure that the Villa is properly locked, and that all windows are properly closed during his/her absence from the villa, even when visiting the adjacent swimming pool.
- Guests can park cars only in their own reserved space in front of the Villa. The parking space is only for 2 vehicles of the Guest. The Accommodation Provider is not responsible for any theft or damage to any vehicle parked in the adjacent parking lot, or any property inside the vehicle. The Guest is aware that the adjacent parking lot is not guarded.
- The Villa is equipped with a security system, and the public areas of the Resort are monitored by cameras.
- Technical equipment and repairs: Not every country has the same high technical standard you are used to. In the event of a defect (e.g. repair of air conditioning) getting spare parts may take time, because they are not always available in recreational areas.
- Data download and upload speed are determined by the local operator in Greece, and therefore the Accommodation Provider does not guarantee the performance of the internet data transmission, or the possibility of malfunctions or WIFI failures or outages at the place of stay.
- Children's cots are mostly available depending on occupancy and in a limited number, so we recommend you state your requirements during your booking. If a request is made later, the Accommodation Provider cannot guarantee it will be complied with. The same applies to other aids that are usually needed for small children (potties, child seats, etc.), which are available only on request and in a limited number.
- The Guest has the possibility to use a common washing machine and dryer, which are in the Resort's Facilities building (see Resort Situation Plan). An iron and an ironing board can also be borrowed.
- Every Villa has a dishwasher; dishwasher tablets can be purchased in the local supermarket.

- We do not recommend drinking tap water.
- Villas are not cleaned regularly during the rental period. In the event of a stay longer than 5 nights, towels and bedding are changed after 5 days.
- The Accommodation Provider does not perform cleaning in the Villas during a one-week stay. The Accommodation Provider will arrange the final cleaning of the Villa.
- We expect that our Guests will keep the Resort clean and tidy. In the event of excessive untidiness and making mess that requires cleaning exceeding usual cleaning, the Accommodation Provider can request reimbursement of cleaning costs EUR 100.
- The Security Deposit of 400 EUR will secure any legitimate financial claims of the Accommodation Provider, to cover any damage of the Accommodation Provider's property, damage to the Villa and the Resort's equipment, loss or theft of the entrance door key or alarm control, etc. The deposit can be paid by card (credit card block) or in cash. The Security Deposit will be returned to the Guest of the end of the rental period and handover of the Villa to the Accommodation Provider to the credit card or cash.
- Due to the different climate, there can be insects (mosquitos, ants, grasshoppers); their presence cannot be excluded in the ground floors of Villas. Despite the use of suitable protective means against insects, which should be used only in a limited way in your own interest, it is not possible to completely exclude the presence of insects. If you notice the presence of insects, we ask you to notify us promptly. In addition, we recommend bringing with you an anti-insect spray or plug-in anti-mosquito device. We do not recommend leaving food lying around in your room.
- The Guest is obliged to comply with the usual safety rules set by the Resort. For safety reasons it is not recommended to leave children under 10 unsupervised by an adult.
- The Guests are obliged to comply with the Safety Rules and Fire Safety Rules, which are part of the Accommodation Rules Part B).
- The Guests are fully liable for damage caused to the property of the Accommodation Provider caused by themselves, their children and persons entrusted to their care. The Guests are obligated to pay for any such damage, unless they prove they did not cause it. The amount of damage is determined by an agreement or an opinion of the relevant specialist company. The Guests are obliged to promptly notify the Accommodation Provider or caretaker of any damage they ascertain in the Villa. If they do not do so, they will be regarded as having caused additionally found damage themselves.
- In the nighttime period from 11:00 P.M to 07:00 A.M the Guests are asked to observe silence and quiet. Respectful behaviour to other guests during the daytime is also expected as a matter of course.
- When leaving the Villa, the Guest turns off the lights, switches off electrical appliances, checks that the water taps are closed, closes the windows, locks the Villa, and ensures that the gate is closed when leaving by car.
- We would like to ask the Guests to throw away waste from the Villa in the waste containers that are located on the road in front of the Resort. These waste containers are emptied every other day.
- Please do not throw sanitary napkins and nappies into the toilet! Please use the wastebins.

- Before leaving, the Guest is obliged to return the key to the relevant Villa and the remote control for the entry gate to the caretaker, unless agreed otherwise.
- In the event of loss of the key or remote control of the gate or alarm, it is necessary that Guests report this fact promptly to the Accommodation Provider and pay for the damage such loss causes (costs related to changing locks, buying new ones, etc.).
- If the Guests have time space between checking out of the Villa and departure from Greece, it is possible to leave their belongings (at his own risk) in a room designated by the Accommodation Provider. The Accommodation Provider is not responsible for content or theft.

Part B) Basic Safety and Fire Safety Rules

1. Safety Rules and Precautions

- Moving around the Resort and its surrounding area is at the Guest's own risk. It is necessary to realise the danger of an accident on the steps and on wet surfaces, and injuries caused by electrical current.
- When moving around with children, it is necessary to take increased care, not lean out of windows and balconies, not touch hot appliances or hobs (they do not have child locks), and be careful of sharp items.
- The Guest is not allowed to keep weapons, explosives and fireworks in the premises, hold or possess intoxicating or psychotropic substances or poisons.
- The Guest cannot place a grill and start a fire in the Resort, except at the barbeque point.
- There is a first aid kit in the Facilities Building (see Situation Plan for Villas which is located in the Villa).
- In case of injury, you can use the first aid kit found in the Facilities Building (Situation Plan of the Resort) and, depending on the nature of the injury, call for medical assistance (see Important Contacts which part of the Visiting Rules and Important Contacts Brochure are in the Villa).

2. Fire Safety Rules and Fire Protection Measures

- Use of an open flame is prohibited in the whole Resort premises, and generally in the Chalkidiki area.
- It is forbidden to use one's own electric or gas appliances, except for hygiene devices and portable computers. Absolute prohibition applies on cooking and heating appliances.
- Each Villa is equipped with a portable fire extinguisher located in the bathroom on the ground floor.
- All installed fire extinguishers can be used also to extinguish electrically powered equipment.
- Use fire extinguishers only if there is a fire!!!! Any damage or even use of fire extinguishers in other situations (negligence, vandalism, use by children ...) must be paid for. This means payment for a new fire extinguisher and the costs of cleaning the premises.

3. Other General Safety Rules

- A child younger than seven years can move around the Resort only when accompanied by his/her legal representative, or a person over 14 years of age authorised in writing by the legal representative.
- Entry and staying in the Resort is prohibited for:
 - a) persons under the influence of alcohol or intoxicating substances (drugs).
 - b) persons with animals (only by prior arrangement with the Accommodation Provider).
- Persons suffering from convulsions, unconsciousness or severe mental disorders can move around only accompanied by a responsible person.
- The Guest must use the Resort's fittings and fixtures thoughtfully and considerately.
- Paper, tins, bottles and other waste must be thrown away in the wastebins provided.
- Any damage or making mess in the Resort's facilities and premises is strictly prohibited.
- Structural elements of the swimming pool and bathing zone do not provide users with sufficient protection during storms, especially from lightning. The bathing area must therefore be vacated in good time before a storm threatens.
- Guests are obliged to avoid behaviour that interferes with order, safety and cleanliness on the premises, or is in conflict with good morals.

4. Swimming Pool and Bathing Zone

- The pool is open from 8:00 a.m. to 7:00 p.m.
- The depth of the pool is 1.35 metres.
- Children under 16 years may use it only with adult supervision.
- Use the shower before using the pool.
- There is no lifeguard supervision at the pool, swimming in the pool is at your own risk.
- It is forbidden to carry any glassware and to consume food at the pool. Please use plastic glasses from your villa for drinks.
- It is strictly forbidden to use the pool under the influence of intoxicants (alcohol or drugs).
- No smoking in the pool area.
- There is a strict ban on jumping into the pool, running around the pool, playing ball games or diving. Waves caused by jumping into the water can interrupt the water flow to the filter pump and damage it.
- Number of sun beds is limited. There are not enough sunbeds for all the Guests.
- The pool is only for POHODA Resort Guests, not for their guests!
- Do not use the pool if the pool is being cleaned and there is a vacuum cleaner in the pool.
- It is forbidden to use the pool in case you have flu, cold, eye inflammation or any other infectious disease.
- Any damage to the pool, pool technology caused by negligence or under the influence of alcohol or other intoxicants will be claimed in full amount.

By accepting Binding Reservation of a Villa for recreation purposes, the Guest agrees to comply with the Accommodation Rules with all its terms and conditions, and the Accommodation Provider's General Terms and Conditions.

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