

PROPERTY	Name of House
LANDLORD	Name of Owner
TENANT	Name of Customer
TERM	Duration (_____ nights) beginning at 2pm on (dd/mm/yyyy) and expiring at 10 am on (dd/mm/yyyy) based upon a maximum of (_____) guests. Twice weekly cleaning included in the price.
RENT	Euro (_____) payable in advance on the date of this Agreement.
BOOKING	Euro (_____) (40%) payable by (dd/mm/yyyy)
DEPOSIT	_____
BALANCE	Euro (_____) payable 6-8 weeks before arrival
SECURITY DEPOSIT	Euro (_____) payable by bank transfer 2 weeks before arrival (refundable deposit against damage/breakages).
TRAVEL	Adequate travel/holiday insurance covering you and all members of your party.
INSURANCE	Must be arranged prior to departure and taken with you when you travel. This is a condition of booking through us. I hereby undertake to arrange travel insurance suitable for the needs of me and all members of my party. Please tick box. <input type="checkbox"/> If you already have insurance, please advise the name of your insurance provider. Please could you tick the box to say that you have read the terms and conditions below. I agree to the terms of this contract - please tick the box <input type="checkbox"/>

THE BOOKING CONDITIONS

The following booking conditions together with the general information contained on our website form the basis of your contract with the service provider where you make a booking we accept on their behalf. These booking conditions also cover Pretty Greek Villas Limited trading as Pretty Greek Villas role and responsibilities in respect of your booking. Please read them carefully.

We act solely as the disclosed agents for the service providers we feature on our website or are otherwise able to make available for holiday purposes. We do not act in any other capacity and do not enter into any contract with you in respect of, the rental of the selected property, the car or boat hire arrangements or similar, which will at all times be with the service provider. The service provider's own terms and conditions will apply in addition to these booking conditions and in the event there is any conflict between any provision of these booking conditions and the service provider's terms and conditions, the relevant provision of the service provider's terms will take precedence. A copy of the service provider's terms will be made available at the time of booking or earlier

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on request where we have received these. As agent, our responsibilities are limited to the provision of information in respect of properties which may be suitable for your requirements, facilitating your booking of your chosen arrangements where requested to do so and otherwise communicating between you and the service provider in respect of your booking. The information we provide is obtained from the service providers or their representatives and is passed on in good faith.

These booking conditions also set out the basis on which we advertise properties and accept and administer bookings. They also set out our relationship with service providers more generally and our liability for the booking service we provide.

In these booking conditions the following words have the following meanings:

- “arrangements” means your confirmed holiday arrangements;
- “party leader” means the person who makes the booking and with whom we communicate in respect of that booking (and any substitute for them);
- “service provider” means the provider of services such as care hire, boat hire and the owners of the property or anyone else with authority to make the same available for holiday letting purposes;
- “service provider’s terms” means the terms and conditions of the service provider which are additional to or separate from these booking conditions;
- “property” means the property you have chosen to book including without limitation, the contents, garden, swimming pool, other outside areas, facilities and services;
- “start date” means the date and time from which you will be able to use the property and any facilities;
- “we” or “us” means, Pretty Greek Villas Limited, trading as Pretty Greek Villas, registered address, Office 4, 219 Kensington High Street, Kensington, London W8 6BD (registered in England & Wales company number 04700393) acting in the capacity of disclosed agent for the service provider (except where otherwise specifically stated);
- “you” and “party members” means all persons on whose behalf a booking is made and who stay or are intending to stay at the property including the lead name, or any of them as the context requires.

1. MAKING YOUR BOOKING

To confirm a booking, the party leader must complete and electronically sign our booking form. He/she must be authorised to make the booking on the basis of these booking conditions (and any booking conditions of the service provider) by all persons named on the booking and their parent or guardian for all party members who are under 18 when the booking is made. By signing the booking form, the party leader confirms that he/she is so authorised. The party leader is responsible for making all payments due to us. The party leader must be at least 18 when the booking is made.

The completed signed booking form must then be sent to us together with the payments referred to in clause 2 below.

Subject to the availability of the chosen arrangements we will confirm your arrangements by issuing a confirmation invoice (on behalf of the relevant service provider). This invoice will be sent to the party leader. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later.

If you wish to, you may contact us by e-mail for any of the reasons mentioned in these booking conditions (for example, to request an amendment) providing you do so to info@prettygreekvillas.com

2. PAYMENT

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In order to confirm your chosen arrangements, a deposit of 40% (or full payment if booking within eight weeks of the date your arrangements are due to commence) must be paid at the time of booking unless agreed otherwise.

The balance of the cost of your arrangements must be received by us 6-8 weeks prior to the date your arrangements are due to commence. One reminder will be sent.

If we do not receive all payments due (including any surcharge where applicable) in full and on time, the service provider is entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date. If your booking is not cancelled straight away because you have promised to make payment, you must pay the relevant cancellation charges on the date the service provider reasonably treats your booking as cancelled.

The price you pay for your arrangements includes gas, water, electricity and air conditioning.

3. YOUR CONTRACT

A binding contract between you and the relevant service provider comes into existence when we despatch your confirmation invoice to the party leader on behalf of the service provider. This contract will be subject to these booking conditions and the service provider's terms.

These booking conditions and all matters arising out of them are governed by English law. Where you wish to make a claim against us as agent or have any dispute with us as agent in relation to any service provided by us (see clause 11), we both agree this will be dealt with by the Courts of England and Wales only.

Changes to these booking conditions or the general information shown on our website will only be valid if agreed by us.

4. THE COST OF YOUR HOLIDAY

Please note, changes and errors occasionally occur.

On behalf of the service provider we reserve the right to make changes to and correct errors in advertised prices at any time before your arrangements are confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking.

5. SPECIAL REQUESTS AND MEDICAL CONDITIONS / DISABILITIES

If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant service provider, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part or on the part of the service provider. Confirmation that a special request has been noted or passed on to the service provider or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be complied (where it is possible to give this) where it is important to you.

We regret no conditional bookings can be accepted, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as "standard" bookings subject to the above provisions on special requests.

If you or any member of your party has any medical condition, disability or significant reduction in mobility which may affect your arrangements (including any which affect the booking process) or have any special requirements as a result, please tell us before

you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition, disability or mobility occurs. You must also promptly advise us if any medical condition, disability or reduced mobility which may affect your arrangements develops after your booking has been confirmed. If we reasonably feel on behalf of the service provider concerned unable to accommodate properly the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking or the condition / disability develops after booking, cancel when we become aware of these details.

6. CHANGES BY YOU

Should you wish to make any changes to your confirmed arrangements, you must notify us in writing as soon as possible. Whilst we will endeavour to assist, we cannot guarantee that we or the service provider concerned will be able to meet any such requests. Where such changes can be made, an amendment fee will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by the service provider(s) concerned. A change of start date will normally be treated as a cancellation of the original booking and rebooking in which case cancellation charges will apply. Changes may result in the recalculation of the price of your arrangements where, for example, the basis on which the price of the original arrangements was calculated has changed.

7. CANCELLATION BY YOU

We are authorised to accept notice of cancellation on behalf of the service provider. You, or any member of your party, may cancel your arrangements at any time providing that the cancellation is made by the party leader and is communicated to us in writing by email. Cancellation is subject to the service provider's cancellation policy. The cancellation charges set out below are typical, however, service providers may set different charges generally or in relation to particular bookings. We will advise you at the time of booking of any different cancellation charges which apply to your booking. You should have travel insurance to cover against cancellation risk.

If as a result of the COVID-19 pandemic, there is an official government ban on travel from your country of residency in place at the time of your booked arrangements, or if your airline cancels your flights, you will be entitled to either transfer your booked arrangements to the following year or to a refund from the service provider. The refund will cover monies paid for your booking less €150.00 management fee which covers the upfront cost associated with your holiday arrangements. We will repay this money to you once we receive it from the service provider.

The following cancellation rules will usually apply:

Cancellation at least 120 days before the start of the rental period, 30% of the Rent will be reserved. Cancellation within 91-120 days before the start of the rental period, 40% of the Rent will be reserved. Cancellation within 61 – 90 days before the start of the rental period, 65% of the Rent will be reserved. Cancellation less than 60 days and until the start of the rental period, 100% of the Rent will be reserved.

For any other services that we have arranged on your behalf, the provider's cancellation policy will apply.

8. INSURANCE

We consider adequate travel insurance to be essential. You must ensure that you and all members of your party obtain suitable and adequate insurance cover prior to travel and ensure that it is suitable for your particular needs. As a minimum the travel insurance you obtain should provide adequate cover for cancellation by you, the cost of assistance (including repatriation) in the event of accident or illness, loss of belongings and for damage or loss to the property.

Enhanced Covid-19 Cover is offered by some travel insurance companies.

9. CHANGES TO AND CANCELLATIONS OF YOUR ARRANGEMENTS BY A SERVICE PROVIDER

The service provider reserves the right to change any holiday details, including the price, before you book in which case we will tell you before the holiday contract takes effect.

The service provider reserves the right to cancel or make changes to your booking where necessary for reasons outside the service provider's control. Most changes will be insignificant, such as a facility in the accommodation being unavailable, in this case you will not be entitled to cancel your booking without payment of cancellation charges. In the unlikely event of a significant change or cancellation of your booking by the service provider, we will inform you as soon as possible. In the event of cancellation or a significant change which you are not prepared to accept where the service provider cannot offer you an acceptable alternative (such as changing to different dates), all monies you have paid us will be refunded to you once we receive this from the service provider. If requested and if available we will try to offer you alternative accommodation of a similar type, price, standard and location. The service provider has no liability to you beyond the refund of the booking cost.

We have no liability for any cancellation or alteration of the booking by the service provider and accordingly no responsibility for any costs, expenses or losses you incur as a result such as, for example, the cost of any flights or other arrangements you have made in connection with your booking of the property.

The information and description (including any photographs) provided by us are intended in good faith to show the property truthfully at the time of booking. However, changes affecting the property or local area may have occurred by the time of your stay. Should local amenities or facilities vary, have been withdrawn or not be available for any reason including as a result of restrictions imposed due to COVID-19, weather conditions, insufficient demand, maintenance/ repair or local circumstances, neither we nor the service provider will be responsible.

10. FORCE MAJEUR

Neither we nor the service provider will be responsible for any damage, loss, expenses, costs or other sum of any nature which you suffer or incur as a result of any event or circumstances which is outside the control of the service provider or us (as applicable) known as "force majeure". In these booking conditions, "force majeure" means any event which we or the service provider could not, even with all due care, foresee or avoid. Such circumstances may include, without limitation, actual or threatened war, riot, civil strife, terrorist activity, industrial dispute, natural disaster, severe adverse weather conditions, fire and all similar events outside our control.

11. OUR LIABILITY TO YOU

(1) We act only as agent for the service provider. We do not act in any other capacity and do not enter into any contract with you in respect of the booking of the property, which will at all times be with the service provider. As agent our responsibilities are limited to the provision of information in respect of properties or other arrangements which may be suitable for your requirements, facilitating your booking of your chosen arrangements where requested to do so and otherwise communicating between you and the service provider in respect of your booking. We do not have any liability in any capacity (neither as agent for the service provider or otherwise) in respect of the performance of your contract by the service provider, the property itself of the services they perform, in any respect including your occupation and use of the same or for the acts and/or omissions of the service provider, their employees, agents and other third parties who provide any services in respect of or in connection with the property. We cannot accept any liability for any act(s) or omission(s) of the property or anyone representing, or employed, contracted or otherwise used by the service provider. Further, we cannot accept any liability for any shortcomings or defects with or in any property provided by them as all properties and ancillary services are within the sole control of the service providers.

(2) Our maximum liability to you if we are found to be at fault for any reason in relation to any service we provide (as opposed to any service provided by the service provider or any third party used by them for whom we are not responsible) is limited to the commission we have earned or are due to earn in relation to the booking in question. We do not exclude or limit any liability for death or personal injury which arises as a result of our negligence or that of our employees whilst acting in the course of their employment.

(3) The service provider may exclude or limit their liability to you in respect of any breach of contract, negligence or other fault on their part (including without limitation, in respect of the acts and /or omissions of the service provider or their employees, agents and other third parties who provide any services in respect of or in connection with the property or services) which may otherwise give rise to an entitlement on your part to claim damages. Any such exclusion or limitation will usually be found in the service provider's terms which we will make available to you at or prior to the time of booking where we receive these from the service provider. Please bear in mind that any such exclusion or limitation will be subject to the laws of the country which apply to your contract with the service provider which will not usually be English law.

(4) Neither we nor the service provider can be held responsible for noise or disturbance originating beyond the boundaries of the property or which is beyond the service provider's control. In the event that a source of reasonably obvious noise has been in existence prior to your arrival and we are informed of this, we will endeavour to contact you to inform you of the disturbance.

(5) Neither we nor the service provider can be held responsible for the breakdown of, or technical problems with, mechanical equipment such as pumps, boilers, swimming pool filtration systems or domestic equipment, nor for the failure or non-availability, for any period of time, of utilities such as water, gas and electricity.

12. COMPLAINTS AND PROBLEMS

Your contract is with the service provider. In the event that you are disappointed with the property or other services or have any other reason to complain, we will attempt to assist you on a goodwill basis. You must first contact us to allow us to assist you in liaising with the service provider or their representative and give him/her the opportunity to deal with your complaint.

Complaints received at the end of the holiday will not be accepted. If you vacate the property before your departure date without notifying the service provider, and, if necessary, the person available to assist locally or our UK office, you deprive the service provider of the opportunity to attempt to rectify the problem. You will therefore forfeit your right to compensation. If the problem was not resolved to your reasonable satisfaction during your holiday, you should put your comments in writing via email and provide these to us within 28 days of the end of your stay. We will forward your written complaint to the service provider and will within reason liaise with the service provider to assist in reaching a satisfactory settlement for all justifiable complaints regarding the property that you may have. However, it is your responsibility to take the complaint up with the service provider directly if no satisfactory settlement can be reached.

If you have any complaint regarding any service we provide (as opposed to any provided by the service provider), you must inform us immediately in writing and in any event within 28 days of the provision of the service in question. We regret we cannot accept any liability if we are not so notified.

13. BEHAVIOUR AND DAMAGE

You must keep the property clean and tidy at all times and ensure that you leave the property in the same condition as it was when you arrived (including removing all rubbish and personal items). You must also ensure that you do not do anything or carry on any activities at the property which may be viewed as a nuisance to other occupiers or neighbours or which could prejudice the building or other insurance of the property or cause an increase in the insurance premiums payable in relation to that insurance(s). Pets are not permitted at any property unless you have obtained prior written consent to this. Where such consent is given, you must ensure that pets are kept under strict control at all times and not left unattended at the property. Under no circumstances may pets use the swimming pool facilities where a swimming pool is available. Only the persons named on the booking form (or substituted at a later date with our approval) may occupy the property and only for the purposes of private holiday accommodation.

When you book through us, you accept responsibility for any damage or loss caused by you or any member of your party. A damage deposit must be paid to us by you no less than 2 weeks before the commencement of your arrangements by bank transfer, or on the day of arrival if paying in cash. The amount of the damage deposit will be notified to you at the time of booking/specified on your booking form. The damage deposit will be refunded to you less the cost of any damage or loss as soon as reasonably practicable allowing for a reasonable opportunity to assess the cost of any damage or loss caused. Except in exceptional circumstances any monies due to you in respect of the damage deposit will be refunded to you no later than one month after the end of your arrangements. You will also be responsible for meeting any claims subsequently made against us or the service provider and all costs incurred by us (including our own and the other party's full legal costs) as a result of your actions. You should ensure you have appropriate travel insurance to protect you if this situation arises.

It is expected that you will have consideration for other people. If in the reasonable opinion of the service provider or us, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, either we or the service provider concerned are entitled to terminate your arrangements without prior notice.. In this situation, the person(s) concerned will be required to leave the property. No refunds will be made and neither we nor the service provider will pay any expenses or costs incurred as a result of the termination.

14. RESPONSIBILITIES OF THE PROVIDERS OF VILLA ACCOMMODATION

The service provider shall:

- 14.1** Provide accommodation for a maximum of guests.
- 14.2** Ensure that the property is fully furnished with a fully equipped kitchen.
- 14.3** Provide bed linen for all beds and ensure that all beds are made up before the arrival of the tenant.
- 14.4** Provide bath towels and tea towels. Beach towels are not provided.
- 14.5** Provide weekly cleaning.
- 14.6** Ensure that all service appliances and air-conditioning in all rooms where fitted, shall be and will remain in good, safe and full working order at all times.
- 14.7** In the event of any malfunction of any of the foregoing shall promptly procure the repair of the same as soon as possible.
- 14.8.** Prepare the villa with the cleaning and sanitisation procedures for Covid-19 as advised by the Greek Government.

15. EXCURSIONS AND AREA INFORMATION

We or the service provider may provide you with information (before departure and/or when you are on holiday) about activities and excursions which are available in the area you are visiting. Neither we nor the service provider will have any involvement in any such activities or excursions which are neither run, supervised or controlled in any way by us or the service provider. They are provided by local operators or other third parties who are entirely independent of us.

They do not form part of any contract with us or the service provider even where we suggest particular operators/other third parties and/or assist you in booking such activities or excursions in any way. Neither we nor the service provider can accept any liability on any basis in relation to such activities or excursions. Neither we nor the service provider exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

We cannot guarantee accuracy at all times of information given in relation to such activities or excursions or about the area you are visiting generally or that any particular excursion or activity will take place as these services are not under our control. If you feel that any of the activities or excursions referred to on our website and in our other advertising material which are not part of your contract are vital to the enjoyment of your holiday, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to area information and/or such outside activities or excursions which can reasonably be expected to affect your decision to book with us, we will pass on this information at the time of booking.

16. PASSPORTS, VISAS AND HEALTH REQUIREMENTS

The passport and visa requirements for your country may change and you must check the up to date position in good time before you go on holiday. You must check entry and other official requirements for all countries to or through which you are travelling as well as any requirements applicable on your return to your home country, at the time of booking and in good time before and close to departure. Requirements are likely to change and travel restrictions may be imposed (which could be at no or very short notice prior to departure) as a result of the coronavirus situation. You must also keep up to date with this information while you are away.

A British passport would usually take approximately 3 to 6 weeks to obtain but it is currently (December 2020) taking much longer. If any member of your party (who is a British citizen) is 16 or over and hasn't got or previously held a British passport, even more time needs to be allowed as the UK Passport Service has to confirm your identity before issuing your first passport. If any person on the booking is not a British citizen or holds a non-British passport, you must check the applicable passport and visa requirements with the embassy or consulate of the country(ies) to or through which you are intending to travel. Please ensure that you check the latest position on applying for or renewing a passport at the earliest opportunity.

It is your responsibility to ensure you obtain details of and comply with all recommended and required vaccinations, health precautions and other health related measures (including those which are introduced to deal with coronavirus) in good time before departure. Details are available from your GP surgery, local travel clinic and the National Travel Health Network and Centre <http://travelhealthpro.org.uk/>. Information on health abroad is also available on www.nhs.uk/Livewell/healthy-body/before-you-travel. You should obtain an EHIC (European Health Insurance Card) prior to departure where applicable. An EHIC is not a substitute for travel insurance. Vaccination and other health requirements/recommendations are subject to change at any time for any destination, including at short or no notice. Please therefore check with a doctor or clinic or other reliable source of information not less than 6 weeks prior to departure and also closer to departure to ensure that you are aware of and can meet the necessary requirements and have the latest information. Please be aware that there may be enhanced screening/monitoring at exit and entry points both in the UK and overseas. In certain situations and when arriving from certain countries, you may be required to self-isolate or quarantine for a set period on arrival.

It is the party leader's responsibility to ensure that all members of the party are in possession of all necessary travel and health documents before your arrangements commence. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to obtain and carry all required documentation or to otherwise comply with all applicable requirements (including health/coronavirus related ones). If you are unable to travel as a result of failure or inability to comply with any health related or other requirements, cancellation charges will apply as referred to in clause 7.

17. WEBSITE / ADVERTISING MATERIAL ACCURACY

The information contained on our website and in our other advertising material is believed to be correct to the best of our knowledge at the time of printing or publication. However, errors may occasionally occur and information may subsequently change. You must therefore ensure you check all details of your chosen arrangements (including the price) with us at the time of booking.

18. SAFETY STANDARDS

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Please note, it is the requirements and standards of the country in which any services which make up your confirmed arrangements are provided which apply to those services, and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may sometimes be lower.

19. INTERNATIONAL TRANSPORT ARRANGEMENTS

You are responsible for arranging your transport to and from your home country. We cannot accept any responsibility for any problems or claims arising out of any international transport services.

20. GENERAL

Please note that swimming pools carry their own inherent risks. Upon arrival at the property you must take time to familiarise yourselves with the location, layout and depths of any swimming pool(s) at the property. Please take note of any pool warning signs, depth markings (which may not be accurate) and other instructions for use, which may be displayed. Young children must not be allowed to wander unaccompanied in the grounds of any property where there is a swimming pool. You are responsible for the safety of those using the pool at all times. Children must be properly supervised at all times whilst using or in the vicinity of any swimming pool. You should not enter the water if you have consumed alcohol. You must ensure you are familiar with any pool protection in place. You are fully responsible for ensuring that the alarm/fence or cover is in place at all times when the pool is not in use.

Any gyms are used at your sole discretion and responsibility.

Your property may have an internet connection point. The service provider cannot accept any responsibility for any problems you may encounter in connecting to the internet, for reasons out of the service provider's control. The supply of relevant plugs and cables in order to connect are your responsibility. An internet service may not always be possible. Unless included in the price, all charges for using the internet are your responsibility.

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For the Company

The Owner

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