

Rental terms

Air Travel

You must make your own flight arrangements and then inform us of the details.

As to airline information please check our links pages.

We cannot be held responsible for any problems with flights such as delays or cancellations by the operator or their agents.

Booking Conditions

A deposit of 25% of the accommodation cost is required to secure the booking. Confirmation of your booking together with an invoice/receipt showing the balance payable will be e-mailed to you.

Full payment (i.e. the remaining 75% + a refundable security deposit of € 250,-) is due 6 weeks prior to your arrival. If for any reason the balance is not received by the due date, we reserve the right to cancel the booking.

Bookings confirmed less than 6 weeks prior to your scheduled day of arrival are to be paid in full at the time of booking.

Special requests

Please notify us at the time of booking of any special requests. We will always do our best to accommodate such but cannot guarantee to be able to comply.

Deposit - security and the use of electricity

The € 250,- security deposit is refundable on the condition that nothing is damaged or missing from the villa when you have left it. The use of electricity will be calculated and deducted from this deposit.

Our local staff will report any breakages and losses to us after your stay and document them if possible by digital photos. In case we discover anything broken or missing we will document this to you and deduct the costs from your security deposit if necessary.

Otherwise breakages and losses must be replaced or paid for prior to departure. Please, contact us in case of any problems.

In the contract you are asked to provide us with information of the account to which we can return the security deposit (with electricity costs deducted).

Rental terms

Prices

Our prices are based on known costs and expenses in Euros as displayed on our website.

Once you have exchanged a contract with us then the price is fixed in the currency and the amount as on that contract.

Electronic Payments

Please, note when you make a payment via an interbank or wired payment that you must pay the transaction costs. The amount on the contract between us should be the net amount that we receive.

Cancellation

If a booking with us is cancelled before the final balance is due (min. 6 weeks prior to proposed arrival date), we will endeavour to re-let the villa.

If a re-let is possible then any moneys paid to us will be returned less a handling charge of €25,00. However, if a re-let is not achieved then all moneys paid to us will be forfeited. It may be possible for such loss to be covered by your holiday insurance plan - you would need to check.

If a booking with us is cancelled after the final balance becomes due (whether paid or not), then in the event we cannot achieve a re-let of the villa for the said period, the holidaymaker will be liable for the full cost of the holiday rental.

Again, it may be possible for such loss to be covered by your holiday insurance plan - you would need to check. If we do achieve a re-let then any moneys paid to us will be returned less a handling charge of €25,00.

The accommodation

Villa Talea is for the exclusive use of the clients shown on the contract, and is not to be sub-let under any circumstances.

The maximum number of people using our holiday villa must not exceed five people.

Pets are not allowed

Rental Period

The rental period commences at 1600hrs (4pm) on the first day and ends at 1000hrs (10am) on the last day.

Rental terms

Smoking

The property is a no smoking environment. (Outside is OK!)

General undertakings of the holidaymaker

The party leader must be at least 21 years of age and have the authority to take responsibility for the booking as a whole on behalf of everyone travelling in the party including the acceptance of our booking conditions.

The holidaymaker undertakes to keep the property and all its contents in the same state of repair and condition as found at the commencement of their holiday and to leave the property in the same general order as it was found. Other than 'fair wear and tear' exceptions, any damage or breakages must be paid for by the holidaymaker.

Inappropriate behaviour

We reserve the right to cancel or terminate the stay in our holiday house should the conduct of any member in the group be considered to cause offence, danger or damage to others. Where we consider the behaviour to be unacceptable we reserve the right to cancel the stay wherever and whenever necessary.

We shall not be held responsible and there will be no obligation to cover any expenses incurred by the group as a result of the cancellation brought in these circumstances. No claims for refunds or compensation will be accepted.

Access to the property

As owners of the property, we or our appointed representative must be allowed access to the property at any reasonable time during any holiday occupancy. This is definitely not a common occurrence but it may be necessary from time to time.

Travel insurance

Although Greece is of course a full European Union member, many of its customs and practices differ from Northern Europe, particularly in terms of medical facilities.

You should also assume that you are not personally insured when carried in any motor vehicle. It is recommended, therefore, that you take out travel and medical insurance for all members of the party.

Security

Crete is a relatively safe location and does not have a high incidence of crime. However, we cannot accept responsibility for loss or damage to property or persons during the course of your booking.

Rental terms

The client must ensure children are supervised at all times in the property or around the pool.

We advise clients to use caution regarding the following: pool and area surrounding the pool, car parking area, stairs and balcony. The floors in and around the villa consist of stone, marble and ceramic tiles, all of which may be slippery - especially when wet.

Pool Area Safety Instructions

According to Greek law any use of the pool is entirely at your own risk if you use it when it is not supervised by a certified lifeguard. Being part of a private villa rental the pool of Villa Talea cannot be supervised at all times.

You are required to read and follow the rules below if you want to use the pool.

- You are not allowed to run around the pool, nor to sit or stand on the surrounding stone walls
- Never use the pool immediately after applying sun screen lotion (it leaves a greasy film on the surface)
- Always wash under the outdoor shower before and after using the pool.
- All children must be accompanied by an adult who can swim at all times.
- Never leave the pool area unattended whilst children are in the pool area.
- Diving or jumping in the pool is STRICTLY FORBIDDEN.
- Glasses or bottles in the pool area are STRICTLY FORBIDDEN.
- Know where your children are at all times.

Liability on our part

Villa Talea is licensed as a luxury holiday accommodation and regularly inspected by the Greek National Tourism Authority (EOT).

We are highly focused on health and safety issues so we have to the best of our knowledge and capabilities provided a safe environment.

By accepting the conditions of the booking you and your group members are accepting that the owners of Villa Talea will not at any time be held responsible under any circumstance for instances that may affect any members well being, including personal injury, illness, death, loss or damage to personal effects however caused, and which occur during your stay, whilst in the property, surrounding area or pool.

The owners of Villa Talea will not accept liability for circumstances that are due to your own actions or to those of a third party.

No liability is accepted by the owners of Villa Talea if the agreement is affected by Force Majeure. If we are forced to change or cancel your booking due to Force Majeure reasons, that includes but are not limited to war, threat of war, riot, civil strike, failures in public supplies of electricity, water etc., terrorist activity, natural disaster, fire, flood, adverse weather conditions, transportation or any other circumstances beyond our control.

If, before your arrival at the holiday home, there is a change we will do our best to inform you, although we are under no obligation to do so, nor are we obliged to pay any compensation.

Rental terms

If in the unlikely event we are unable at your arrival to provide you with the accommodation booked alternative arrangements of similar price will be made at no charge for you.

Complaints and disagreements

In the unlikely event of any observations or complaints, do please contact us directly at the time, during your stay.

The rental agreement is made on the terms of these booking conditions. Any disputes will be governed by Greek Law and both parties shall submit to the jurisdiction of the Greek Courts at all times.