

# Olive Farm Villa

## Booking Form & Conditions for 2010

PLEASE USE BLOCK CAPITALS Please note this must be signed at the bottom

1 Person making booking		
Surname	First Name	
Full Address (please use capitals)		
Fax		
Daytime Tel	Evening Tel	E-mail

2. Number of people in total including you:			
3. Names of the people in your party (and ages if under 20 years old):			
4. Date of arrival:	5. Airport of arrival	6. Time of arrival	7. Date of departure:

8. Special Requirements . <b>ANY CHARGES FOR WALLSAFE BOX, AIRCONDITIONING SHOULD NOT BE INCLUDED IN YOUR BOOKING FEE AND SHOULD BE PAID ON THE ARRIVAL DAY ONLY ( NOT AT THE END OF YOUR STAY).</b>			
I. Cot (no charge)	YES / NO	OR Low, sprung camp-bed for toddler (no charge)	YES / NO
II. High chair (no charge)	YES / NO		
III. Air conditioning (if wanted, per week charge = £125-€130 whole villa) <b>pay on arrival only.</b>	YES / NO		
IV. Wall safe box ( if wanted ) .	YES/NO		
<b>PLEASE NOTE INDOOR POOL HEATING AND THE WELCOMEPACK SHOULD BE PRE-PAID &amp; INCLUDED IN YOUR BOOKING FEE.</b>			
V. Indoor pool heating for both indoor pools will be free only in the months of April and October. If you wish the indoor pools to be heated the charge is £184/€190 per pool. This fee is payable in advance since it takes 48 hours to pre-heat the pool prior to your arrival.	<b>YES/NO</b>		
VI. We offer our guests a welcome pack for £37. The list of groceries that can be purchased and put in the villa before you arrive are Coffee, Tea Bags, Milk, Sugar, Bread, Margarine, Water, Eggs, Orange Juice, Ham, Wine, Cheese, Toilet Rolls, Fruit, Jam, Salt .	<b>YES/NO</b>		

9. <b>Car Hire/Taxi</b> If you wish car hire or a taxi from the airport, this can be arranged by yourself or by us. If by us, please use enclosed form
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10. <b>Deposit</b> (non-refundable) Your deposit should be 50% of the total amount due, unless you are booking before 1 <sup>st</sup> February. Bookings before February require only a 20% deposit, with another 30% to be paid by 1 <sup>st</sup> February. If you are booking less than 8 weeks away or to stay less than 7 days, you should pre-pay in full.		
Deposit now: €£	Deposit later: €£	Remainder due (up to 3 weeks before arrival): €£

<b>11. Insurance &amp; Damages Deposit</b>	
I confirm that I have read the booking conditions and have arranged or will arrange a comprehensive holiday insurance for all parties staying at Olive Farm Villa and will forward the insurance number to arrive no later than 3 days before my stay starts. I understand all damages will have to be paid for, or deducted from my damages-deposit which is to be paid on the day of arrival.	
Signature:	Date:

### Payment Methods

1. Paying online by Internet from our website through the Pireaus Bank of Greece by credit card at [www.stavros-studios.gr](http://www.stavros-studios.gr) *Payments can only be made in Euros*. The amount in Euros is listed on our tariffs page. There is no credit card charge to you for this.
2. If you are paying from the UK, you can pay either as above using the online booking form and payment, or send this form with your deposit in pounds sterling to: *L. Pardalakis, 63 Grosvenor Park, Tunbridge Wells, Kent TN1 2BB*. Cheques should be made payable to L. Pardalakis.
3. Payment by bank transfer is possible to the account of: 'Stavros Pardalakis, **Account no:** 668-002101-012430, **IBAN:** GR25014066 80668 00210 1012430, **SWIFT:** CRBAGRAAXX at Alphabank, Platania, Chania, Crete'. Please return this booking form by fax with a copy of your bank transfer to fax number 0044 1892 527011. Your bank will charge you for this transfer, and the Greek bank charges us.

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In these booking conditions, 'you' and 'your' means the first named person on the booking form. 'We', 'our' and 'us' mean Olive Farm Villa owners.

### **Your booking and payment**

Once you have made a provisional reservation with us, you must complete and sign a booking form. This must be signed by the first named person on the booking (the party leader). The party leader must be at least 18 and authorised to make the booking on the basis of these booking conditions.

If you book within 8 weeks of departure the full amount is due at the time of booking. If you book more than 8 weeks in advance, the balance of your accommodation cost is due not less than 3 weeks prior to departure. This date will be shown on the confirmation/invoice. If all payments due are not paid in full and on time, we reserve the right to treat your reservation as cancelled by you and retain any deposits held.

On receipt of the signed booking form and non-refundable deposit (50% of the total amount due, or 20% if before 1st February), we will send written confirmation of your accommodation arrangements to you.

Whatever happens to our costs, the price of your confirmed accommodation plus applicable supplements, as prevailing at the time you book and pay your deposit, will be guaranteed against any increase, subject only to the correction of costing errors on your confirmation invoice. Whilst this is not anticipated, should there be an obviously incorrect price shown, we will issue a new invoice and will not be bound by the price quoted in the incorrect invoice. However, we reserve the right to increase or decrease our prices of unsold accommodation at any time. The price of your chosen accommodation will be confirmed at the time of booking.

### **Damages deposit**

If you are hiring an entire villa a deposit against damages of 150 Euros/£100 is payable on the day of arrival. We would point out that there is a higher incidence of breakages when teenagers are in a party. Should you or any member of your party be responsible for any breakages, loss or damage, you should report it immediately to a family member (not the maid) so the repair or replacement can be arranged immediately. In the case of any faults appearing, they should also be reported immediately to a family member. If a breakage, loss, damage or fault is discovered at the end of your stay which has not been reported, it will be assumed you are responsible. A charge will be made locally to cover the cost of replacement or repair and that charge will be deducted from your deposit against damages. Otherwise your deposit against damages will be returned in full at the end of your stay. The weekly air-conditioning charge is 95€ in a villa and covers only the cost of supplying cooling or heating, not repair of damage to air-conditioning equipment.

### **Please notify us**

within 7 days of issue if any detail is not correct otherwise the details shown on the confirmation invoice will be presumed to be correct.

If you need to change your holiday arrangements, we will do our best to help but we must first receive a written request from the party leader to do so. It is not always possible to make changes, so please let us know as soon as possible. The alteration becomes effective when we have given you written confirmation of this and is subject to a charge of £15 per person each time a change takes place.

### **Accommodation**

Your holiday accommodation is reserved exclusively for the people named on the confirmation/invoice and no other persons whatsoever are permitted to stay there unless this has been agreed with us in writing and appropriate payments made. Local communities expect certain standards of behaviour.

You must vacate the property during the morning on the day of departure to enable cleaning and preparation to be completed prior to the arrival of new guests. This is normally 10.00 a.m. and your arrival at the property should be from 16.00 onwards. Both of these timings are negotiable with us, circumstances permitting.

### **Travel Insurance**

**We consider travel insurance to be so essential that it is a condition of booking that you have comprehensive insurance cover. No liability will be accepted for any clients travelling without adequate travel insurance. Please read your policy details carefully; it is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs.**

**We cannot be held liable to accept responsibility for death, bodily injury or illness caused on holiday unless it is proved that it is due to the negligence of us or our employees acting in the course of their employment.**

### **If you have a complaint**

In the unlikely event that you have a complaint whilst on holiday, you must inform us so the matter can be resolved on the spot. If you are not completely satisfied with the solution offered or provided, you should immediately make this known in writing to us. We shall try to resolve the matter and if appropriate, we will confirm in writing any solutions as agreed. If you remain dissatisfied, you must write to the contact in the UK within 28 days of your return giving full details of your complaint. Upon receipt of your letter it will be acknowledged within 10 days, the points raised will be investigated and you will receive a reply within 28 days or, if this is not possible, you will receive an interim letter advising of the UK contact's progress. We regret we cannot accept liability if the complaint or claim is not notified entirely in accordance with our complaints procedure as set out above.

Compensation payments or refunds will not be made where the changes are caused by situations under the heading *force majeure*, such as war or threat of war, civil strife, terrorist activity, industrial disputes, natural disasters, fire, epidemics, health risks, technical problems to transport, closure or congestion of airports, stations or ports, cancellations or changes of schedules by carriers ceasing to operate due to adverse weather conditions or other reasons and similar events outside our control.

### **Changes**

If you wish to make changes to your arrangements whilst on holiday, for example changing the length of your stay, as this alters the basis of your booking contract it is essential such changes are arranged through us in writing.

### **Cancellations**

If the need to cancel should arise more than 4 weeks prior to your arrival, we will retain only your deposit. Should the need to cancel arise less than 4 weeks and up to 3 days prior to your arrival, we will require you to pay a cancellation charge of 25% in addition to retaining your deposit. Should the need to cancel arise less than 3 days prior to your arrival, we will require you to pay a cancellation charge of 50% in addition to retaining your deposit.

### **Balance payment 3 weeks prior to arrival**

The final balance payment of 50% is due 3 weeks prior to your arrival. If you are paying anywhere outside the UK, please send a bank transfer for the full amount due, to the account of: 'Stavros PARDALAKIS, Account no: 668-002101-012430, IBAN:GR25014066 80668 00210 1012430 ,SWIFT:CRBAGRAAXX\_at Alphabank, Platania, Chania, Crete'. Please fax a copy of your bank transfer for the balance payment to 0030 28210-60631. Alternatively, you may pay over the Internet at [www.stavros-studios.gr](http://www.stavros-studios.gr) paying a deposit of 50% and balance payment of 50% 3 weeks prior to your arrival. If you are paying from the UK, please send this form with your deposit and subsequent balance payment to: L. Pardalakis 1 Linden Gardens Tunbridge Wells Kent TN2 5QU. Cheques should be made payable to L. Pardalakis.

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COPY FOR CUSTOMER

**PLEASE NOTE: Taxi bookings will NOT be accepted by us over the phone or by covering letter: only the following form will be acceptable in 2010, either by post or by email**

### **TAXI**

You should be able to find a taxi without problem at the airport. But if you are concerned, we can arrange a taxi to meet you. Although taxis will take up to 5 passengers, bear in mind luggage has to fit in too. In summer the tariff from Chania Airport to Agia Marina Village was about 35 Euros (depending on day and time), but they are allowed to charge an extra 5 Euros for heavy luggage. By summer 2010 the tariff may have risen a little.

My party, booked in the name of .....  
would like to have a taxi booked to meet us at the airport. Our flight arrival details for the taxi company to meet us are as follows:

Date of arrival .....

Airport of arrival .....

Flight code and number.....

Estimated time of arrival.....

Number in party .....

I understand I will be paying the taxi driver in cash at the end of the journey.

### **CAR HIRE**

My party, booked in the name of .....  
Would like to have a hire car booked to meet us **at the airport / delivered to our accommodation**. If meeting me at the airport, our full flight arrival details which will be given to the hire car company who will meet our flight are as follows:

Date car/s wanted from .....date car wanted till.....

Flight code and number.....Airport of arrival ..... Expected time of arrival.....

Category of car .....

Number in party.....

I understand I will be paying for the car when met by the hire car company and payment can be by any usual means.

**If you do not decide on your hire car requirements at the time you send your booking form, please keep this form and, if you later decide you want one or the other, please:**

#### **Send *this* form by Post**

to *Stavros Studios, Kato Gerani, Chania, Crete 73100, Greece* no less than 4 weeks prior to arrival

**or**

#### **E-mail**

ALL the above details as an attachment to [stavstud@otenet.gr](mailto:stavstud@otenet.gr)

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