

CONDITIONS OF HIRING OF A SEASONAL HOUSING AT RATZAKLI.COM

The customer, by confirming his reservation accepts the conditions of hiring below:

1 – PROVISIONAL CONFIRMATION OF THE RESERVATION

1.1 - Checking of the reservation

A summary will be sent to the customer by e-mail. It will have to read it attentively and to announce us immediately any error, because the dates of stay could more not be changed thereafter in the event of unavailability of desired housing.

1.2 - Assembling installment

For a stay of less than one week, Customers must send one representative payment the total stay. In all the other cases, a deposit of 30% of the amount of the stay must be paid to validate the booking.

1.3 - Sending of the credit transfer

From the moment when Ratzakli.com confirms to the customer the availability of housing, the reservation is temporarily assured for 72 hours. The deposit is then necessary. The customer has three business days to carry out the payment of the deposit in euros either by credit/debit card, or by international bank transfer at his own expense. (see last page)

2 - FINAL CONFIRMATION OF THE RESERVATION

2.1 - confirmation of the transfer

As soon as the transfer is sent the provisional time of booking is prolonged for at least seven days, provided that the customer sends to us as soon as possible a copy of his transfer by email.

2.2 - reception of the deposit

Usually, the deposit of an international credit transfer intervenes between 3 and 7 business days. The customer will receive a certificate of payment by e-mail in the 48 hours following the reception. The reservation is then validated. The certificate of payment is to be preserved by the customer.

3 - PAYMENT OF THE BALANCE

The customer pays the balance when he got there and in any event before entering the lease. The payment is made on site in cash (Euros only), checks are not accepted.

If the customer wishes, he can also pay the balance by the same method as that used for the payment of the deposit, at least two weeks before the date of arrival, informing us by email. Upon reception, the customer will receive one second certificate of payment by e-mail.

4 - GUARANTEE

A security deposit of an amount of €200 (or £ 200) in cash will be requested from the arrival to cover the possible damage caused by the customer during the stay.

This deposit will be refunded the day of the departure after control of the housing.

5 - ARRIVAL AND DEPARTURE OF THE CUSTOMER

5.1 - indications on the localization of housing

When the deposit is paid, the customer will receive the details to come to the villa.

5.2 - schedules of arrival

The hirings begin at 3:00 PM.

In order to be able to receive you, it is desirable that the customer specifies us as soon as possible his hour of arrival.

If the hour of arrival intervenes after 9:00 PM, the customer will have to at least inform us as soon as possible and 24 hours front.

The late arrival will not cause to defer the starting date.

5.3 - starting schedule

Housing must imperatively be released at 10:00 AM at the latest.

5.4 - cleanliness of the villa

The cleaning at end of stay is included in the rental price, however out of respect for cleaning staff, the garbage cans of bathrooms and kitchen must be emptied, the dishes must be cleaned and placed in the cupboards.

A state of excessive dirt may result in an additional fee deducted from the deposit. For example, the leaching of walls or ceilings is not included in the "ordinary" household.

6 – OCCUPANCY OF THE HOUSING

6.1 - Number of persons

The number of persons occupying the property is a key element of the rental price.

Therefore occupancy by a greater number of people than those indicated at the time of booking may be subject to payment of a fee.

6-2 - Use of the provided linen

For reasons of hygiene we ask you not to bring the sheets and towels provided to the beach or the edge of the pool.

Always take a shower if you use oil or sunscreen to remove these products from your skin. Solar products leave yellow stains on the sheets after washing that make them unusable.

6-3 - No pets

The animals, regardless of the size and breed are not allowed.

If a tenant comes with a pet despite this clause, access to the rental will be denied.

6-4 - Use of pool

Use of the pool is restricted to people renting the housing.

7 – DRESSING CODE

Nudity is allowed on the terrace and of course in the pool, because the layout allows. When you are outside of your private space, we ask you to put a small piece of cloth or a little towel (it is enough !).

Information concerning the deposit payment

The deposit payment can be made either by credit/debit card, or by bank transfer.

Payment by credit/debit card :

payment by credit/debit card is made with stripe.com site without having to provide us information on your card.

We are informed immediately of the payment and the booking is immediately secure, and you receive immediately a receipt.

payment by bank transfer :

Account holder	Emmanuelle MILLECAMPS
Address of account holder	Aloni Villas, Ratzakli, Kefalonia, Greece
Bank Name	Alpha Bank
Bank Address	Argostoli, 28086, Kefalonia, Greece
Account #	683-00-2310017441
IBAN Code	GR08 0140 6830 6830 0231 0017 441
Swift Code	CRBAGRAA
Transfer fees	Specify that the costs are exclusively paid by you