

TERMS AND CONDITIONS

Scope of Application

These general terms and conditions of business apply to all reservations and guest accommodation contracts concluded between Hestia Luxury Apartments M.I.K.E (registration number Γ.Ε.ΜΗ: 153641801000), hereinafter referred to as "Hestia Luxury Apartments," and third parties (hereinafter referred to as "Guests"), and to any other services provided by Hestia Luxury Apartments. Any offers made by Hestia Luxury Apartments are subject to change and are non-binding. Hestia Luxury Apartments is entitled to refuse to conclude a contract for accommodation with a guest at its discretion.

Reservations/Resale

Reservations may be made electronically via the online and mobile channels of Hestia Luxury Apartments or through third parties/intermediaries (e.g., online booking portals). Reservations by phone, email, or other non-automated reservation methods are subject to the prior consent of Hestia Luxury Apartments. By reserving an accommodation, Guests of Hestia Luxury Apartments enter into a contract for accommodation. This agreement is binding for both parties to the contract. There is no entitlement to a certain apartment. Hestia Luxury Apartments reserves the right to rent out the reserved apartments to another party after expiration or cancellation of the reservation. It is prohibited to resell/sub-let and/or pass on booked apartments to third parties. Use of the apartment for a purpose other than that of accommodation is expressly prohibited.

Pre-paid Reservations

For a reservation to be valid, at the time of booking the Guest must either provide details of a valid credit card or indicate an alternative method of payment on the electronic sales channels of Hestia Luxury Apartments. The full cost of accommodation plus any additional services booked will then be charged to the credit card or alternative payment method indicated no later than the date of arrival.

Registration Forms and the Passing on of Personal Data

Guests are obliged to provide their personal information, as well as any additional relevant information for registration purposes, in advance, via the electronic on-line registration data portal of Hestia Luxury Apartments. Our privacy policy outlines how we handle, store, and protect guest data, and under what circumstances it might be shared.

Cancellation and Refund

Hestia Luxury Apartments' cancellation policy varies depending on the rate plan and booking channel chosen. Please refer to the specific terms provided at the time of booking for details on cancellation deadlines, penalties, and refund eligibility. In the event of no-show or early departure, Guests may be charged a penalty or forfeit a portion of the reservation amount.

Use of Reserved Apartments

Reserved apartments are at the Guest's disposal from 14:00 pm on the date of arrival until 12:00 pm on the date of departure. On the date of departure, Guests are required to return their apartments to Hestia Luxury Apartments by 12:00 pm, tidy and without any damage. If Guests fail to return their room on the date of departure by 12:00 pm in a tidy condition, this will lead to an obligation to pay

Hestia Luxury Apartments damages. Furthermore, should Guests return their room late or in an untidy condition, Hestia Luxury Apartments reserves the right to have the room tidied up by its personnel and to keep in the hotel any objects of the Guest brought to the apartment. For any such objects kept, Hestia Luxury Apartments declines any further liability.

Use of Public Areas

With the reservation and booking of an apartment, the guest can use the designated public areas, such as the laundry room and the roof garden without any extra costs. Hestia Luxury Hotels reserves the right to close the public areas on short notice without warning. In case of non-availability of a public area, the guest is not entitled to reimbursement for accommodation services.

Liability of Hestia Luxury Apartments

Hestia Luxury Apartments is liable only for any damage arising from intentional or grossly negligent breach of duty. Unless otherwise provided for in these terms and conditions of business, any further claims for damages are excluded. Hestia Luxury Apartments is not liable for any personal belongings brought into the accommodation. Hestia Luxury Apartments reserves the right to modify or withdraw amenities, facilities, or services without prior notice.

Liability of the Guest

Guests are obliged to do their utmost to keep any damages to a minimum. Guests are also obliged to inform Hestia Luxury Apartments in good time about the possible occurrence of exceptionally high damage. Guests are responsible for their own safety and should exercise caution while using the property's facilities, including fitness centers and recreational areas. Persons under 18 years must be accompanied by an adult. Children under the age of 14 must be supervised by a grown-up guest at all times during the hotel stay. Guests are liable for any damage caused by them and for consequential damage.

Ban on Smoking in the Accommodation

Hestia Luxury Apartments are non-smoking accommodations. It is thus prohibited to smoke either in the common areas or the guest rooms, with the exception of the balconies and outside areas. In the event of an infringement, the Greek rules will apply.

Pets

No pets are allowed into the accommodation.

Final Provisions

If one or more of the above provisions is invalid according to Greek law, this will not affect the validity of the remaining provisions. The place of jurisdiction is the Greek Courts, and for any disputes that arise between the parties, the Greek law will apply.

Amendments and Updates

Hestia Luxury Apartments reserves the right to modify or update these Terms and Conditions at any time without prior notice. Guests will be notified of changes through email communications, updates on our website, or available upon check-in. It is the responsibility of the Guest to review these terms periodically for any changes.

Internet Use Policy

Guests have access to Wi-Fi services throughout the property. The acceptable use policy for our internet service is intended to prevent misuse and clarify limitations to ensure all guests enjoy high-quality, secure internet access.

Environmental Policies

Hestia Luxury Apartments is committed to environmental sustainability. Our environmental policies outline practices such as energy efficiency, waste management, and water conservation. Guests are encouraged to participate in these initiatives during their stay.

Emergency Procedures

For your safety, emergency procedures and information on evacuation routes, fire safety protocols, and locations of first aid are provided in each room and public areas of the property. Guests are advised to familiarize themselves with these procedures upon arrival.

By making a reservation, the Guest acknowledges that she has read, understood, and agreed to these Terms and Conditions.