

These terms and conditions are between Kefalonian Villa Rentals (KVR) and you (The Client). Each time you book a villa with KVR, you are deemed to have agreed to these conditions. The contract is effective from booking.

1 Reservations

Booking a villa is very different from booking a regular hotel room, especially with regard to payments and cancellations.

Your booking is not confirmed until you receive a confirmation email from us. The contract is deemed valid on payment of the deposit.

2 Payments

We accept payments by card, cheque and bank transfer. Card payments of any kind incur an additional 1% fee which just reflects the additional cost in collecting payment.

If your arrival date is within 8 weeks of booking, you will be billed the full amount.

If your arrival date is in excess of 8 weeks, you will be billed a refundable (see below) deposit of 20% of the villa cost. The remaining balance will be due at 8 weeks prior to your stay.

Your credit card is billed directly in British Pounds.

3 Breakages

A breakages fee of £30.00 may be paid on deposit or full payment at 8 weeks of your departure. This optional payment indemnifies you for accumulated breakages under the value (cost as new) of up to £250.00. Any individual or accumulated breakages over this value must be paid in full. Any breakages of any kind must be reported immediately to KVR or to the local emergency contact person named in the Information booklet located within the villa. The £30.00 fee is non-refundable at any point.

4 Time of Arrival and Departure

Unless otherwise noted, the property will be ready at 3:00 pm on arrival day and must be vacated by 10:30 am on the departure day.

5 Number of Guests

The number of guests staying in the property is not to exceed the number specified in the booking confirmation. Under no circumstances will any additional guests be allowed to stay without prior agreement and payment.

6 Management Access to Property

KVR or the owner's representatives reserve the right to visit the property at any time to undertake essential maintenance work, pool cleaning, gardening, routine inspections and emergency repairs.

7 Public Services and Liability

The owners and any representative cannot accept any liability for the breakdown of public services including water and electricity nor in respect of any equipment, plant machinery or appliances in the property.

8 Final Cleaning Fee

You are required to return the property in a reasonable condition. Any additional cleaning costs over and above what is considered reasonable, which is due as a direct result of negligence or breach of contract will become chargeable at the additional rate of £100.00

9 Insurance

You must ensure that your party is adequately insured for cancellation, ill health, personal belongings, public liability etc. The owners cannot be held responsible for any accident, injury, loss or damage to property or person, however caused.

10 Airport Transfers

You are responsible for arranging and paying for your transfer to and from the villa. Car hire is highly recommended however a good taxi service is available from the airport.

11 Pets

Animals/pets are strictly not permitted at the villa. If a pet has been in the property, there will be an automatic charge of £100.00 to cover the cost of professional cleaning.

12 Baby Equipment

The villa does not have baby equipment. However cot can be provided at no extra cost. Should you require the cot to be available please mention this under the remarks section of our booking form.

13 Internet Access

We cannot accept any liability for the speed or reliability of internet connection in the villa. A fair usage policy applies and any excess usage will result in an additional fee of £50.00. Indecent or illegal activity is prohibited.

14 Amendments/Alterations by You, the Client

We will do our best to accommodate any changes but cannot guarantee to do so, as this may depend on the availability.

15 Cancellation by You, the Client

Cancellation of your booking must be done in writing and made by the person who filled the booking form. The cancellation charges will depend on the time your written notification is received and it will be levied as below:

Up to 16 weeks: Full refund (not including any breakage waiver paid)

After 16 weeks and before 8 weeks: 50% of the deposit refunded

After 8 weeks: No refund

16 Cancellation or Amendment by Us, KVR

In the unlikely event that KVR have to cancel the accommodation booking, you will be refunded the full amount immediately. No compensation of any kind is payable by KVR including flight refunds, transfer costs etc. in the event that a cancellation or amendment occurs.

17 Accuracy of Information

All information supplied is correct and accurate to the best of our knowledge. We cannot, however, be held responsible for changes made that we are not made aware of or are indeed beyond our control. All distances and measurements given are approximate and should be used as a guide only.

18 Additional costs

The cost of electricity, mains water, cleaning and garden supplies, and local taxes are included in rental rates. There are generally no additional costs, surcharges, taxes, staff salaries, or management fees above the price quoted unless otherwise stated in the property description or your booking confirmation.

Gratuities for household staff are encouraged and normal, but are left entirely to your discretion.

19 Valuables

Any valuables left at the property are left at one's own risk. Neither KVR nor any staff are responsible for their loss or damage.

20 Due care and supervision

As part of this agreement guests are required to take due care when residing at the villa and especially children playing in the gardens, near the entrance from the main road, near or in the pool, on the beach, including the sea. Furthermore guests are reminded not to enter the villa wet, as the floors can be slippery. Injury, damage or injury arising shall not be the responsibility of KVR in any way whatsoever.

21 Conduct

Villas are generally located in quiet residential neighbourhoods and are usually someone's own home. You are asked to respect this, and ensure that all guests and visitors to the villa behave appropriately. Illegal or immoral activities including gambling, prostitution, prohibited drugs, possession or use of pyrotechnics or dangerous goods, and possession or use of firearms and other weapons are all strictly prohibited. Smoking is prohibited within the villa.

The person making the reservation is held responsible for the behaviour of the guests staying at the villa, as well as visitors to the property during the period of your stay. Should any guest(s) or visitor(s) not behave in a suitable manner, KVR or KVR representatives may, in their absolute discretion, require the guest(s) or visitor(s) to leave the premises and/or vacate the villa immediately, without compensation or refund.

22 Flights

You are responsible for making your own arrangements regarding flights to and from Kefalonia. No responsibility can be held against KVR or its representatives for flight delays, incorrect bookings, cancellations or errors.

18 Jurisdiction

This contract is subject and should be interpreted under UK legal system. In the event of any omissions from these terms and conditions, the remaining terms and conditions will remain valid and enforceable and cannot be contested.