

Koumari Residence Cancellation Policy

10. Cancellation by the Client: Subject to clauses 12 (which relates to Covid-19) and 13 (which relates to Force Majeure) no refund will be payable to you by the Owner where you cancel your booking for any reason that is not the fault of the Owner, including but not limited to personal reasons such as health, convenience, and work commitments. In some cases, money already paid by you for a booking may be applied to a future booking but this is at the Owner's sole discretion. Early departures by you or any of your party, where the Owner is not at fault, will not be refunded.

11. Cancellation by the Owner: If you are in breach of this Contract, the Owner may cancel or curtail the booking even after occupancy has started, with no liability for refund, compensation, damages or for provision of alternative accommodation. No refund will be made or compensation given in the event of late arrival at or early departure from the villa due to travel disruptions and/or adverse weather conditions.

12. Covid-19: You acknowledge that the Owner may need to comply with national and/or local guidance and requirements relating to Covid-19, and may have to implement certain measures as a result. These may include (without limit) specific requirements regarding personal protective equipment, social distancing, number restrictions on the use of certain facilities, mandatory hand sanitization, limited entertainment options and changes to catering or serving arrangements, limited food/drink availability. The owner does not expect these measures to have a significant impact on your enjoyment of your stay at the property and all measures will be taken with the purpose of securing your safety and those around you. If due to Covid-19 related government regulations, you are prevented from travelling to Greece, the owner has agreed to the following cancellation policy: a) You will receive a voucher to the value of 100% of any rental paid to be credited against a future booking at the same villa, valid for 18 months from the time of the start of the original tenancy, (subject to b, and c, below.) b) Any non-refundable costs incurred by the owner or his agent with your approval and on your behalf in preparation for your stay, will not be refunded, and if they have not been paid for by you, will still be charged to you. c) If the Owner agrees to refund money he has received, should an agent have been involved in this booking, that agent will retain an administrative fee of 5% of any money paid which will be deducted from the total amount refunded to you. d) Should non-vaccinated guests not be allowed to travel, no remedy will be offered by the owner. It is the guests' to ensure any health or immunization regulations prior to their travel are complied with.

13. Force Majeure: Except where otherwise expressly stated in these booking terms and conditions, the Owner will not be liable for or pay you compensation if his contractual obligations to you are affected by "Force Majeure". Force majeure means any event beyond the Owner's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include but are not limited to warfare and acts of terrorism (or threats of the same), civil strike, epidemic or any significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside the Owner's control. Subject to the provisions of clause 12, the Owner may at his sole discretion suggest alternative dates for your cancelled rental, offer a full or partial refund or credit note, excluding any costs incurred by the Owner.