

## Booking Contract

### General

These terms and conditions (the "Booking Contract") are between and shall bind the property manager ("we", "us" and "our") and the holidaymaker(s) who book our property (the "Property") through our website, our call center or through one of our partners (the "Website"). Each such booking is referred to in the Booking Contract as a "Booking". References to "you" or "your" are references to the person making the booking and all members of the holiday party.

Any Booking is subject to the Booking Contract. This Booking Contract and our confirmation email contain the entire agreement between us and you and forms the basis of your agreement with us so please read them carefully. Nothing in this Booking Contract affects your usual statutory rights. .

### Making your Booking

There are different ways in which a Booking can be made by you. Either you can:

- book a Property online following the instructions and payment terms of the mediator. The Booking shall be made and this Booking Contract shall be effective once the the Initial Deposit (as defined below) or full payment has been received by Dado Service and you have received an email confirming the Booking and including the Cancellation Policy (as defined below); or
- issue us with a booking request form via the Website or via email or via phone and pay the full payment or Initial Deposit for the Property. The Booking shall be made and this Booking Contract shall be effective when Dado Service has received the full amount payable for the Property or the Initial Deposit.

If the Quote or Booking Request Form requires that you:

- make a payment in full, then you must pay the full amount for the Booking to the mediator by the due date; or
- pay an initial deposit (the "Initial Deposit") followed by a balance payment (the "Balance"), then you must make both payments to the mediator within the specified time periods.

For some properties, you shall be required to pay the applicable damage deposit (the "DamageDeposit"), cleaning fee and/or any other fees ("OtherFees") as set out in the email confirmation as part of your payment in full or your Balance payment (as applicable).

You should carefully check the details of the Quote or Booking Request before making any payment to the mediator regarding your Booking, as well as the confirmation email and inform us immediately of any errors or omissions.

### Paying for your Booking

Where you have only paid an Initial Deposit, you are required to send to the mediator your payment for the Balance and you may be required to pay the Damage Deposit and/or Other Fees within a certain period prior to the arrival date specified in the email confirmation (the "Arrival Date"). If you fail to make the balance payment due to the mediator in full and on time we shall be entitled to treat your Booking as cancelled by you and the Cancellation Policy (as defined below) shall apply.

### If you cancel or amend your Booking

If you need to cancel or amend your Booking you must write to us or email us as soon as possible. A cancellation or amendment will not take effect until we receive confirmation from you.

The standard cancellation policy (except if differently specified at the time of the reservation and in your email confirmation) applies to your Booking and we will refund any amounts due to you in accordance with the agreed Cancellation Policy.

This is our standard cancellation policy (please note that we consider valid the date when the cancellation email is received by us, Greek Time, GMT +2):

- 25% of the total rental if the cancellation is made 60 days or more prior arrival day.
- 50% of the total rental if it is made between 59 and 30 days prior arrival day.
- 80% of the total rental if it is made between 29 and 14 day prior arrival day.
- 100% of the total rental if it is made 13 days prior arrival day or less (including no-show).

In the event that:

- any Balance required from you is not paid in accordance with the timeframes set out in the Cancellation Policy; or

- you do not arrive at the property within 24 hours of your arrival time without notifying us, then we shall be entitled to treat your Booking as being cancelled by you and the Cancellation Policy shall apply.

### **If we cancel or amend your Booking**

On rare occasions it may be unavoidable to change your chosen villa because of circumstances beyond our or the owners control; we will endeavor to inform you of this as soon as possible and offer you either alternative accommodation of similar or superior standard, a refund if nothing is suitable or discuss other options. No further claim against the owner or the letting agent for any loss suffered will be considered.

### **The Property**

You can arrive at the Property after the time specified by us on the Arrival Date for your holiday and you must leave by the time specified by us on the departure date we give you. We will let you know these times in writing in advance of your stay.

If your arrival will be delayed and if your property is not provided with a key-safe for 24/7 self check-in, you must contact the person whose details are given on the booking confirmation email so that alternative arrangements can be made. If you fail to do so you may not be able to gain access to the Property. If you fail to arrive by midday on the day after the Arrival Date and you do not advise the contact of your anticipated late arrival we may treat the Booking as having been cancelled by you and we shall be under no obligation to refund you for fees already paid to us. Please see the Cancellation Policy for further details.

### **Your obligations**

You agree to comply with the regulations set out in any property manual at the Property and any other regulations reasonably specified by us from time to time and ensure that they are observed by all members of your party. You agree to keep and leave the Property and the furnishings, including items such as kitchen equipment, crockery and glasses clean and in good condition. You agree not to cause any damage to the walls, doors, windows or any other part of the Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.

You agree to take all necessary steps to safeguard your personal property while at the Property. You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).

You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property, nor can you take your pet into the Property unless permitted by us in writing in advance. If you do so, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the Booking by you and we shall be under no obligation to refund you for any fees already paid to us in those circumstances. Any refund will be at our sole discretion.

You agree to allow us or any representative of ours access to the Property at any reasonable time during your stay for the purpose of essential repairs, in an emergency or to ensure you are complying with this Booking Contract.

In case of damages caused by the negligence of the guests, we reserve the right to deduct the relevant amount from the security deposit (if applicable) or request the payment of the amount of the damage locally before the check-out of the guests.

### **Complaints**

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible. It is essential that you contact us during your stay if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve problems properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence at the Property will usually enable any shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the Property) cannot possibly be investigated unless registered whilst you are in residence at the Property. If any complaint cannot be resolved during your holiday, you must write to us or email us with full details within 7 days of the end of your Booking. For the avoidance of doubt, you shall always contact us if you have any complaint in relation to your Booking or the Property.

### **Limit of Liability**

Our maximum liability for losses you suffer as a result of us acting in breach of this Booking Contract is

strictly limited to the amounts received by us in relation to your Booking. We shall not be liable for any losses which are not a foreseeable consequence of us breaching this Booking Contract. Losses are foreseeable where they could be contemplated by you and us at the time your Booking is confirmed by us. Your Booking is made as a consumer for the purpose of a holiday and you acknowledge that we will not be liable for any business losses howsoever suffered or incurred by you. For the avoidance of doubt, Dado Service shall not be liable to you or responsible for:

- any failure in relation to any payments due to the failure of a payment solution provided by a third party; and
- the rejection of any payment of yours by a third party payment solution provider.

This does not exclude or limit in any way our liability for death or personal injury caused by our negligence or for fraudulent misrepresentation; or for any matter for which it would be illegal for us to exclude or limit, or attempt to exclude or limit, our liability.

Should a gross defect or fault be detected in a holiday home, the company will normally offer the tenant an equivalent holiday home of the same price level. Should the alternative holiday home be of a lower price, the price difference will be refunded. Should it not be possible to find a satisfactory solution due to a lack of available properties or due to the non-acceptance of the alternative holiday home by the tenant, the total rent or a part of the rent will be refunded according to the degree of liability determined by the company.

### **Law and Jurisdiction**

This Booking Contract (including any non-contractual obligations arising under or in relation to this Booking Contract) between you and us is governed by the law of Greece and we both agree that any dispute, matter or other issue which arises between us will be exclusively dealt with by the Courts of Greece (Kerkyra).

### **Miscellaneous**

You may not transfer your Booking or any rights and responsibilities under this Booking Contract to any other person, without our prior written consent. If at any time any part of this Booking Contract is held to be unenforceable for any reason under any applicable law, that part shall be deemed omitted and the enforceability of the remaining parts shall not in any way be affected by that omission.

This Booking Contract, together with the Cancellation Policy (if different from the one stated above) and our confirmation email contain the entire agreement between us and you relating to the Booking and shall supersede any previous agreements, arrangements or discussions between you and us, whether oral or in writing.

No representation, undertaking or promise shall be taken to have been given or be implied from anything said or written in negotiations between you and us prior to receiving the confirmation email except as expressly stated in this Booking Contract. Neither you nor us shall have any remedy in respect of any untrue statement made by the other upon which that party relied in entering into this Booking Contract (unless such untrue statement was made fraudulently) and that party's only remedy shall be for breach of contract as provided in this Booking Contract.

We will not be in breach of this Booking Contract, or otherwise liable for any failure or delay in performance, arising from any circumstances beyond our reasonable control including, without limitation, flood, fire, explosion or accident.