

For partners and coworkers

*This document is not confidential. The containing information is posted on the business website.

It is strongly advised to be shared with the costumers.

Contact info

Fernandos Rooms to let, Orfani Beach Kavala. Postal Code 64008

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Notes on Prices

Our prices include taxes (Greek national VAT(13%) & Municipal tax (0.2%).

Other payments:

Local City- tax (municipality tax) - Overnight Stay tax. (0.5 euro)

The customers are called to pay 0.5 euro for each night of stay, which is not included in the room price.

Advance payments and final payment

Advance

In case of reserving fewer than 4 nights, the **advance** amount is the total amount of the stay.

In case of reserving more than 5 nights, the **advance** amount is 50% of the total stay.

Any Confirmation fact Is considered as invalid if an advance deposit hasn't been completed.

Final Payment

In case that a reservation is not fully prepaid, the rest of the amount is paid on the arrival day during checking in.

Cancellations - Cancellation Policy :

Our prices are non-refundable. This means that the customer should be sure about the reservation before completing it.

- 1. In any case, the advance payment is over kept as a cancellation fee**
- 2. Early departure: In case of an early departure, the customer is charged with the total amount of the stay.**
- 3. In the case of client's non-appearance on the arrival date will be charged with 100 % of the total amount.**

Advance-Deposits regard the dates and the room type that was initially reserved.

In case of cancellation, the advance amount cannot be transferred to future reservations or to another customer's bill.

The reservation desk will try to fulfil any requests that consider booking changes. Booking change requests have to be announced before the arrival date. Suppose such change requests are associated with prolongation of stay, or increased number of people in the reservation or additional services. In that case, the business will charge only the price difference, if that's possible depending on the room type booked.

Please note that:

- Due to the enterprise's small capacity, customers are obligated to communicate with the reservation desk before any change.
- When special offers are available, the applicable prices are the ones that are shown to the table of values , and they are valid at the time of booking. Our prices are published in the pricing table. The business has no responsibility for published prices on other websites. The business reserves the right to change published prices without prior notice.

Policy on children staying with parents :

There is no extra charge for children up to 3 years old sharing the same bed with their parents .

In case the customer needs to use the rollawaybed, the price is 5 euro per night.

For children older than **three** years old costs 5 euro per night

Portable baby beds – rollaway bed use

- Portable baby beds are charged 5 euro per night and are provided upon reservation.

Please be aware that not every type of room is suitable for hosting a baby bed.
Contact us for more details.

Checkin and check out

Check-in time: after 14:00

Check out time: until 11:00

Late check-out policy:

You can leave after 11:00 after consultation with the reception. The cost of delayed departure is the half "door price".

Before check out, the business has the right to check the room for any damage or missing equipment. Customers are obligated to wait in the reception area during a room check.

Other disclosures :

- The guests can check-in, at any time, day or night, after contacting reception.
- Pets are not allowed.
- Given that our reservations are not refundable, the overnight stay tax may be requested in advance.
- Laundry and ironing service is charged by a fixed charge of 7 euro per load.
- There is parking in the spot, and it free

Payment Methods:

Cash, Credit card, Bank transfer, Link payment through Viva Payments

Important Note

The customers have to keep the official commercial receipt or invoice at least till their check out.

The public and shared places of the business are controlled by a CCTV system.

The administration

Stavroula Christaki