



margarita's house

Payment / Cancellation / Damage Policy 2016 – 2017

Payment Policy

50% of the total reservation cost is required upon confirmation of the booking and remaining amount, 30 days prior to arrival. All payments can be done either by wire transfer or charge on a credit card (VISA or MASTERCARD).

In the case that a reservation with fewer nights than the minimum stay is granted, the full amount will be required upon confirmation of the booking.

Special offers' reservations are required to pre – pay the full amount in order to confirm the booking. Cancellation policy remains the same for those reservations as well.

Cancellation Policy

For Low (April 1st to May 25th & September 26th to October 31st)
& Mid season (May 26th to June 25th & September 13th to September 25th),

In case of a cancellation, **21** days or less, prior to arrival, **30%** of the total reservation cost will be retained (max 7 nights).

In case of a cancellation, **14** days or less, prior to arrival, **50%** of the total reservation cost will be retained (max 7 nights).

In case of a cancellation, **7** days or less, prior to arrival, **75%** of the total reservation cost will be retained (max 7 nights).

In case of **No Show** or **Early Departure** the whole amount of the reservation will be retained.

In case of an **Early Departure** due to a severe family emergency or serious illness, the remaining nights will be credited for the guest, in order to return next season and use them (availability check for next season is mandatory).

For High (June 26th to July 15th & September 1st to September 12th) & Peak season (July 16th to August 31st),

In case of a cancellation, **30** days or less, prior to arrival, **30%** of the total cost will be retained (max 7 nights).

In case of a cancellation, **21** days or less, prior to arrival, **50%** of the total reservation cost will be retained (max 7 nights).

In case of a cancellation, **14** days or less, prior to arrival, **100%** of the total reservation cost will be retained (max 7 nights).

In case of **No Show** or **Early Departure** the whole amount of the reservation will be retained.

In case of an **Early Departure** due to a severe family emergency or serious illness, the remaining nights will be credited for the guest, in order to return next season and use them (availability check for next season is mandatory).



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Damage Policy

We do not charge in advance a damage deposit. If a guest is coming from an agency, already charging for one, we comply with that policy.

As per our own damage policy, we would never charge our guest for something minor, such as a water glass or a bended spoon.

In case of a significant damage, we will contact a local technician to arrive on site and assess the damage.

By significant damage we refer to damages such as, a broken window glass, a broken piece of furniture, an electrical device and so on.

The technician will provide the repair or replacement cost, which our guest can pay directly to the technician in cash, upon completion of the repair or replacement.

In case our guest would like to pay via credit card and the technician does not have the ability (many do), we would be happy to make the charge and transfer the amount to the technician.

Our guest will receive a valid & official receipt from the technician.

We always seek to provide the easiest and most economic solution in case of an accidental damage, via transparency and communication with our guests.

NOTE: Margarita's House maintains the right to change the above terms, without prior notice.

For any questions please contact:

Nikolas Lygeros
Digital Marketing & Sales Mgr.
@: sales@margaritashouse.gr