

Windmill Villa policy

Booking, prepayment and payment

Guests who want to proceed with a booking or want to check availability about the villa, can contact Windmill Villa management:

- via email (through our website's forms or info@wmvilla.gr)
- by telephone (+306988993125, +306974326291)
- through viber or whatsapp (+306988993125, +306974326291)

When the guest decides to proceed with the selected dates for their stay, the pre-booking is confirmed through a relevant confirmation email sent from Windmill Villa to the guest.

For the booking to be confirmed, a **prepayment** of at least 30% of the total agreed price must be made (in five days after the pre-booking is confirmed). The prepayment can be performed using one of the following options:

- **bank transfer**. Windmill Villa has the following 2 bank accounts (IBAN) which can be used by the guests for transferring the prepayment amount:
 - GR82 0172 2200 0052 2009 9784 944 (Piraeus Bank) under the name Windmill Villa P.C.
 - GR41 0140 7000 7000 0200 2030 243 (Alpha Bank) under the name Windmill Villa P.C.
- **debit or credit card**. Windmill Villa generates an e-commerce link (with the exact amount to be paid) which is sent to the guest by email. Using this link, the guest can proceed to the relevant payment using a debit or credit card. After the payment has been made, Windmill Villa sends a relevant prepayment receipt to the guest.

The rest of the amount (70%) for the agreed stay is paid **at check-in**. A POS is available at Windmill Villa premises and we accept the following cards: American Express, Visa, Euro/Mastercard, Diners Club, Maestro.

Please note that if the payment is made with a credit card belonging to another person who won't be present at the villa, we will need a written authorization sent by the credit card holder with a copy of his credit card and a copy of his ID.

Cancellation

Standard Rate:

- The guests can cancel **free of charge** until 90 days before arrival and the total amount of the prepayment will be refunded to them in a 2-week period.
- The guests can cancel free of extra charge between 90 days and 30 days before arrival, but the prepayment made will be charged as cancellation fee.
- If the guests cancel in the 30 days before arrival, the prepayment is not refunded and, additionally, 50% of the remaining amount is charged as cancellation fee.

- If the guests don't show up, they will be charged the total price of the booking (price for the agreed stay).

Non-Refundable Rate:

- For the non-refundable bookings (which are specifically agreed between Windmill Villa and the customer), the total amount must be pre-paid, for the booking to be confirmed.
- No cancellation or changes are possible. In case of a cancellation or no-show, the total amount will be charged as cancellation fee.

Check-in and check-out

- The check-in time is between 3:00 PM and 8:00 PM. Arrangements for later check-in can be made prior to arrival.
- All adult guests are required to show an ID card or passport for the check-in. Windmill Villa needs to keep copies of the ID cards or passports.
- The check-out time is between 08:00 AM and 10:00 AM.

Damage/security deposit

- A security deposit of 500 € needs to be paid in cash at check-in.
- At check out, the villa is inspected, and the full amount of the security deposit is returned to the guests, if no damages are found in the property.

House rules

- Smoking is not allowed in the interior of the villa
- Pets (dogs and cats) are allowed.
- Parties/events are not allowed.
- Quiet hours are between 11:00 PM and 8:00 AM.

Privacy

If you contact us by email or through our website, you agree to allow us to contact you in the future and that this may include promotional material regarding special offers or general information. We will never use your name and information for any other purpose nor provide it to any other party without your prior permission or where legally obliged to do so.