

## VILLA DEMETER RENTAL AGREEMENT

This vacation rental contract is a legal agreement between the owners of Villa Demeter, referred to as "Villa Demeter" or "Owner" and you, the Renters (also referred to as "Guests"). This contract is entered into agreement as of the date when the Renters place their reservation online and the reservation is screened and accepted by the Villa Owner. An acceptance email to confirm you have read, understood and agree to this agreement is required before the rental is accepted.

### Agreement

We, the Renters (also referred to as "Guests") agree to the following:

### Reservation

The villa accommodation is only for the use of persons named by the booking guests. Subletting, or assigning is prohibited. The Villa Demeter reserves the right to refuse service to anyone that is renting the villa for inappropriate use or perceived inappropriate use. Guests must provide personal details for all the persons being accommodated in the villa: name, surname, passport number, date and place of birth, nationality. Guests must notify Villa Demeter of any changes to the number of persons booked and the names of the guests who will be occupy the villa. This data will be retained for 6 months for the purposes of official enquiry and will then be destroyed.

### Cancellation Policy

Booking fees or deposits are non-refundable. Guests are encouraged to purchase travel insurance.

Villa Demeter is not responsible for costs arising from airline changes, the cost of alternate accommodation or cancellation fees arising from this and no refunds/adjustments can be offered.

If the villa becomes unavailable due to unforeseen damage, a refund will be issued but Villa Demeter will not be responsible for alternative accommodation or flights.

This villa is to be used by the maximum number of Guests listed on this contract only. Guests agrees to adhere to rental policies published on our website and villa rules posted at the villa. Parties are not allowed.

### Check-In/Check-out Time

Check-in time for all villas is 3:00 PM. Check-out time is 10:00 AM or earlier. Exceptions for early check-ins or late check-outs are not possible due to a short availability of time to clean the home.

### Check-out Procedures

Guests are responsible for keys and should leave them in the key safe at the gate on departure and ensure the key safe is secure and the combination scrambled.

All furniture must be returned to its original location on Guest's departure.

The villa should be left reasonably tidy with any dirty crockery left in the dishwasher (washed) upon departure.

### Guest Responsibilities

It is the Guests responsibility to notify Villa Demeter of any problems encountered during the guest stay immediately upon discovery. If possible, minor problems may be addressed after guest departure to minimize guest inconvenience.

## Complaints

We strive to make sure the villa is in excellent condition. In the event of a housekeeping or maintenance complaint by a guest, we will make the repair as soon as possible. However, no refund or rate adjustment will be given for unforeseen failures of utilities, internet service or appliances, etc.

## Deposits/Payments

Half of the total balance must be received at the time of booking. The final payment must be received 90 days prior to your arrival along with your acceptance to these terms.

## Drugs and Hazardous Materials

No illegal substances are permitted on the property.

## Errors and Omissions

We strive to ensure that all published information about the property is as complete and accurate as possible. Our website, social media and print media content is reviewed and updated regularly. Villa Demeter is not responsible for inadvertent errors.

## Force Majeure

We accept no responsibility for and shall not be liable in respect of loss or changes caused by Force Majeure, e.g. strikes, Fire, Flood, Closure of Airports, Weather Conditions, War, Riots, Terrorist Activity, or any other event beyond our control.

## Lawful Purposes

Guests agree to use the premises exclusively for a private residence and in compliance with local municipal ordinances, board of fire underwriters' rules and regulations, and for lawful purposes. In the event the premises are used at any time for unlawful purposes, Guests will be removed from the property.

## Liability

Villa Demeter assumes no liability for property loss or damages, nor liability for injury, delay or irregularity which may be occasioned either by reason of defect in any vehicle or the acts of any company or person engaged in conveying passengers to or from their villa. Transportation (airline, ferries, charter vessels, rental cars and taxis) is supplied by providers who operate independently of Villa Demeter. We assume no responsibility, therefore, for any loss, injury, or damage to person or property because of the acts of these providers.

## Liability for Personal Injury

Villa Demeter shall not be liable for any personal injuries sustained by the Guest, members of Guest's family or party, employees or visitors regardless how such injuries may occur. The Guest agrees to hold Villa Demeter harmless from any such personal injury claims. It is the Guest's responsibility to ensure the safety of other Guests, especially children, when using the villa. Please note that the pool does not have a guard so please be vigilant of children. No lifeguard is on duty at the pool. Accordingly, persons using the pool do so at their own risk and the owner assumes no responsibility for accident or injury. Children should not swim unsupervised. Renters will hold the Owners harmless from any and all bodily injury and/or property damage incurred on the property arising out of Guests' negligent acts or omissions. Guests acknowledge that they should always supervise their children and act responsibly. These risks include but are not limited to; the driveway, the pool area, wet surfaces, balconies/stairs/elevated areas, and cleaning supplies used during

housekeeping. Any equipment supplied or rented at the villa should be inspected by a responsible adult renting the villa before. The Guests assume all responsibility and risk for the usage of these products. The villa has hard floors that may become slippery when wet; it is the Guest's responsibility to monitor this and avoid accidents.

### Maid Service

The villas are cleaned before and after your arrival. Mid-stay maid service is optional, see the villa page on our website for details.

### Minimum Stay

A 7-day minimum stay is standard.

### Maximum Occupancy

This is 6 adults or 4 adults and 3 children (one using the fold-away bed).

### Personal Effects

Villa Demeter assumes no responsibility for guests' personal effects left behind, forgotten or lost at the villas. We will do our best to search for, retrieve and return any missing items as soon as possible after notification.

### Pets

Pets are not allowed.

### Privacy

Where collected, the use, purposes and type/duration of storage will be set out in this agreement.

### Property

Guest will have a set of keys and will be solely responsible for locking of the home and the safekeeping of their personal valuables during their visit. Villa Demeter assume no responsibility for ensuring that the residence is locked and secured during the period of occupation by Guests. In addition, Villa Demeter shall be held harmless from all claims or causes of actions arising from the rental and occupation of the residence by Guests. Lost keys will incur replacement costs of £25.

### Toilets

Toilet paper must not be deposited in the toilets. This may cause a blockage and may incur a cost to rectify and well as extreme inconvenience on the part of the Guests.

### Security Deposit

We take out a pre-authorisation on the card used to make the booking of £500 one day before arrival. This is removed one day after departure. This is to cover any breakages or other issues caused by the guests during their stay. Guest is responsible for cost of replacement of any damage to furniture or premises and replacement of missing items reasonably attributable to Guests and not returned after notification. Guests will be completely responsible for any and all damage to the home or property caused by themselves, whether accidental or due to Guests' negligence. The cleaning service performs an inventory/survey of the property after Guests depart and notifies the Owner of any missing items. Owner will notify guests in the event that items were inadvertently taken and provide guests the opportunity to return the missing items or replace the financial value of these items.

### Service and Repairs

Villa Demeter reserves the right for our agents to enter the premises when the property or systems require repair. No refunds will be made for minor guest inconvenience. Villa Demeter will use every effort to expedite parts replacement and schedule repair work to minimize disruptions for guests.

### Service Interruptions

Villa Demeter cannot promise that there will be no interruption for services we have no control over. These include, but are not limited to: electrical service, internet, telephone, water connections, cable or satellite television. Villa Demeter will make every effort to escalate any interrupted service issues, so they can be restored as quickly as possible. No refund or rate adjustment will be given for unforeseen failures/interruptions of these services.

### Smoking

Smoking is not permitted in the property. There is a penalty of up to £200 (the cost of cleaning the house) for smoking inside.

### Insurance

We recommend that you purchase travel insurance.

### Wedding and Other Special Events

Any villa function such as a dinner party, wedding, reception, etc. require prior written consent from Villa Demeter. There is a fee to hold any type of gathering or function at our villa beyond the number of people listed on your confirmation. The fee varies for this privilege based on property and number of guests. A refundable event security deposit is also required. Guest will pay any fines or penalties resulting from non-compliance.