

Terms & Conditions:

Please read these Booking Terms and Conditions as they are important and govern what is expected of you, ThinkVilla, and the Owner.

Please note that ThinkVilla is acting solely as a Booking Agent in the name and on behalf of the Property Owner (or any authorised agent for the Property), for the rental of the property, as well as for the Service Provider (any independent provider of services such as catering, chauffeur, etc.) for the services requested.

BOOKING

1. Our Booking Terms and Conditions contain all provisions of your booking with ThinkVilla. This applies equally to the Contractor and all guests included in the Booking.
2. Your receipt of the Booking Form constitutes our conditional offer for the rental of the Property and for any additional services that you have requested.

THE PROPERTY

We visit and check each property regularly. The information about each property on our website is accurate to the best of our knowledge. We will inform you as soon as possible of any major changes to the property that may render accommodation substantially different to what you have booked. We cannot be held liable for any modifications made to the property without our prior knowledge. Please be aware that we may use a fictional name for most of the properties in our portfolio for marketing purposes.

CHECK IN/OUT

The property will be available from 16:00 on the day of your arrival and we kindly request that you vacate the property no later than 11:00 on the day of your departure.

USE OF PROPERTY

1. Only those in the Guest party set forth above may occupy the Property. The number of guests staying overnight in the Property may not exceed the Maximum Occupancy indicated. In the event the number of guests exceeds the Maximum Occupancy, we reserve the right to ask all guests to vacate the Property immediately.
2. You shall use the Property only for the purpose for which it has been let to you (personal lodging). It is forbidden to use the premises for any kind of commercial use during the rental (photoshoots, seminars), and/or to hold parties for entertainment or a function involving a large number of invitees unless expressly agreed upon in writing by ThinkVilla or the Owner. Should you make unauthorised use of the Property as indicated, we reserve the right to ask all guests to vacate the Property immediately. You shall not sublet the Property under any circumstance whatsoever.

CHILDREN

ThinkVilla will strive to inform you of the suitability of the Property for children. Please note that the supervision, safety and behaviour of your children is your sole responsibility.

BEHAVIOUR

If in the educated opinion of ThinkVilla, the Owner, or any other person in authority you, or a member of your party,

behaves in a manner which causes or is likely to cause danger, excessive disturbance (i.e. to neighbours) or damage to the Property, or acts in breach of any provision in the Booking Documents, this Agreement may be terminated effective immediately and you shall all be requested to vacate the Property. In this event, you shall not receive any refund and you shall be held liable for any expenses incurred as a result of your behaviour or the behaviour of persons in your party.

ACCESS

Guest shall allow the property owner to access the property for purposes of housekeeping, repair and inspection.

PETS

Pets are permitted in limited cases and only with prior approval and the Pet Addendum must be completed.

FORCE MAJEURE

Neither ThinkVilla nor the owner shall bear any responsibility if the execution of this agreement is no longer possible because of force majeure. All of the following shall be considered force majeure: limited to Acts of God, acts of governmental agencies, the threat of war, an act of terrorism, pandemic, industrial action, dangerous weather conditions, fire, flood, drought, unexpected shutting down of an airport or harbour, unforeseen changes to transport time schedules or any other event which is beyond the control of ThinkVilla. NO REBATE OR REFUND will be offered in these circumstances.

INSURANCES

You are responsible for your third-party liability, health and medical repatriation insurances. ThinkVilla is not a travel agent, does not offer such insurances and shall not be held liable for the absence of such insurances.

GUEST INJURY DISCLAIMER

ThinkVilla and the owner cannot be held liable towards you, the occupants or your guests for any accident, injury or illness that occurred during your stay under any circumstance on the premises or facilities.

SAFETY

ThinkVilla and the owner can not be held liable towards you, the occupants or your guests for any loss or misplacement of valuables left in the Property during your stay.

DAMAGES

The Property shall be checked by the Owner and/or ThinkVilla before and after the Rental Period. You shall

be held liable for any proven damages or losses caused to the Property and its contents.

CONSTRUCTIVE FEEDBACK DURING YOUR STAY

1. While both ThinkVilla and the Owner will do everything in their power to provide you with a trouble-free stay, a villa may present malfunctions like any other house. Our aim to mend any problem that arises within 24 hours may not always be feasible because of the time of day or day of the week, the location of the villa, the unavailability of technicians, etc. If you are dissatisfied with the Property or the service of a Supplier, please contact us immediately. It is a precondition for any compensation that you inform ThinkVilla in writing of all complaints as soon as possible and in any event not after the end of your Rental Period.

2. Please note that some of our properties are located on small islands with severe problems of drought. We kindly ask you to use water sparingly, especially during the summer months. Electricity and water shortages may, and do, occur in some areas and while we will do everything in our power to reestablish supply or remedy the situation, we cannot be held responsible for the inconvenience such shortages may create.

APPLICABLE LAW-JURISDICTION

All disputes arising between you and/or your party on the one hand and ThinkVilla and/or any of its directors, officers, or employees on the other from or in connection with the Booking Documents and/or your stay at the Property in general shall be settled by the Courts of Rethymnon, Greece by application of Greek Law.

If you have any queries about these terms and conditions or have any comment about your Booking, you can contact us via email contact@thinkvilla.gr or call our customer service team at +30 2831 102796.