



Paschalis Hotel Apartments Booking Terms and Conditions

1. Booking Terms and Conditions

- 1.1 These terms apply to all accommodation bookings booked direct with Paschalis Hotel Apartments, a trading name of AP Paschalis & Sons Limited. All bookings and all matters arising from them are subject to Cypriot law and to the exclusive jurisdiction of the courts of Cyprus.
- 1.2 These terms apply to all members of your party, so please make sure you read them carefully.

2. Your Contract

- 2.1 The person making your booking must be at least 18 years of age, and must be authorised to make the booking on behalf of all members of your party. That person is also responsible for making all payments due to us. By submitting a booking you warrant and confirm to us that you have read these terms and conditions and agree to comply with them.
- 2.2 Your booking is confirmed and a binding contract comes into existence, only when Paschalis Hotel Apartments has issued a booking reference, and a booking confirmation, and has received payment of the booking fee and security deposit. The date of the contract is the date that appears on the confirmation. Once the contract is made Paschalis Hotel Apartments is responsible to you to provide you with the accommodation you have booked, and you are responsible to Paschalis Hotel Apartments to pay for it, subject to these terms and conditions.
- 2.3 When completing the booking form the full names of all persons of your party as they appear on your passports must be provided (including any children and infants).
- 2.4 The booking confirmation will identify the accommodation which you have booked. Please check all details carefully and notify us immediately of any discrepancies.
- 2.5 Paschalis Hotel Apartments reserves the right to cancel the booking if any balance due is not received by the due date. In that case you will be advised by email, and cancellation charges as outlined below will be charged.
- 2.6 It is your responsibility to notify Paschalis Hotel Apartments of any change in your contact details.

3. Prices and Payment Process

- 3.1 Prices are quoted in full including taxes at the time of the booking.
- 3.2 Full payment is due on booking the accommodation. Your booking is not confirmed until payment is made in full.
- 3.3 We reserve the right to levy 3% of the transaction value where payments are made by credit or debit card. If for any reason we do not receive payment, we shall be entitled to cancel your booking. In this event you will lose all monies you have previously paid and additionally you will be liable for any cancellation fees set out in these terms and conditions. Credit and debit card fees are unfortunately non-refundable.
- 3.4 Prices can go up or down, but we guarantee that once you have booked the price on your booking confirmation with Paschalis Hotel Apartments, that this will not change unless you make an amendment to the booking details. We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error.
- 3.5 Payments for extras (such as incidental charges, telephone bills, air-conditioning or any extra nights) should be made directly to Paschalis Hotel Apartments when you check out. Charges may be made by Paschalis Hotel Apartments for wi-fi internet connection and or telephone usage if applicable, if and when this becomes available at Paschalis Hotel Apartments.



3.6 Paschalis Hotel Apartments' payment processors use encryption technology to protect your credit or debit card details. You undertake that the credit or debit cards are your own, and that there are sufficient funds to cover the cost of the accommodation and any extras. Any damage either accidental or malicious will be taken from the credit or debit card either during or after your stay once the cost of replacement or repair has been established.

3.7 Please note that the accommodation is checked thoroughly when you leave so any damage will be reported to us.

4. Security Deposit Payments

4.1 A security deposit is due for all bookings in the sum of €200 and is payable at check-in by means of credit card pre-authorisation or cash payment. This is a fully refundable deposit.

4.2 This guards against any damage to the property during your stay and to ensure the return of all keys given to you. The security deposit will be returned to you, minus any damage or breakages attributed to you or your party and the cost of replacing any lost key.

5. Paschalis Hotel Apartments

5.1 Your contract and booking is with Paschalis Hotel Apartments and is subject to our contract. You will need to deal with us directly either by email, telephone or mail, details of which will be provided to you in the booking contract.

5.2 Any problems or matters arising relating to Paschalis Hotel Apartments must be directed to us and you will need to contact us as mentioned above in order for us to assist you.

6. Accommodation Descriptions

Paschalis Hotel Apartments takes every reasonable care to ensure that the information published about Paschalis Hotel Apartments is as accurate as it can be. However, we cannot accept liability for errors or omissions in the descriptions. Facilities and amenities in accommodation may be temporarily unavailable for operational reasons. Where this happens we will do our best to advise as soon as possible.

7. Use of Accommodation and Facilities

7.1 You must at the time of checkout leave the accommodation in the condition in which you find it on the day of your arrival and all personal waste must be removed from the property. If the accommodation is not left in such condition then Paschalis Hotel Apartments reserves the right to make a deduction from any security deposit to cover the cost of extra cleaning.

7.2 You will be held responsible for any breakages or damage to the property and its contents. In the event of such occurrences, the incident must be reported to Paschalis Hotel Apartments.

7.3 A full inventory check will be performed following your departure and, if all is satisfactory, your security deposit will be returned to you.

7.4 The lead name on the booking form agrees to accept full liability for all breakages and damage to the property or its contents caused by any other member of their party and confirms that the full cost of repair/replacement will be met.

7.5 Guests are not permitted to move any furniture or equipment without prior written consent from Paschalis Hotel Apartments. In the event of such permission being granted, it is the guest's responsibility to return the same to its original position before checkout. Under no circumstances must any property for use inside the property, be moved outside.

7.6 All guests are expected to take good care of the property and its surroundings and agree to ensure that the behaviour of anyone in the party does not cause any nuisance or disturbance to other people in the vicinity.

7.7 Whilst we expect you to enjoy your holiday, we ask you to respect your neighbours and act in a courteous and considerate manner at all times. It is your responsibility to ensure that



you and the members of your party do not behave in a way which causes offence or danger to others or which risks damage to property belonging to others. In such circumstances Paschalis Hotel Apartments has the right to terminate arrangements made on your behalf, in which case Paschalis Hotel Apartments' responsibility to you ceases immediately and there can be no refunds, no payment of compensation and no reimbursement of any cost or expenses you may incur as a result. Further, you will be liable to reimburse Paschalis Hotel Apartments for any expenses whatsoever it incurs as a result of your behaviour.

- 7.8 Paschalis Hotel Apartments is non-smoking inside the property and we respectfully request that guests only smoke outside.

8. Special Requests

Any special requests should be put to Paschalis Hotel Apartments in writing and we will make every effort to adhere to your requests. However we cannot guarantee that we will always be successful. Please advise us at the time of booking of any special requests.

9. Baby Cots

We can provide baby cots on request free of charge. Please make your request at the time of booking. You must check its suitability for use. We make no representations or warranties as to quality or use.

10. Cleaning services

- 10.1 All bed linen and towels are provided with all properties and the property will be cleaned for your arrival. Mid-term cleans are included. All kitchens are fully equipped with necessary utensils, cutlery and crockery for self-catering. All have kettle, toaster, hob and fridge.
- 10.2 It is your responsibility to dispose of your personal rubbish from the accommodation. You should use the rubbish bins situated on site for this purpose.

11. Air Conditioning and Utility services

- 11.1 All properties have air conditioning and an additional charge is made for its use. The cost (payable locally) would be charged per day. Electricity is included in the price.
- 11.2 Air conditioning must only be used while you are in the property, with all windows and doors kept closed. Under no circumstances must air conditioning be left on continuously while the property is unoccupied or with external doors or windows open.

12. Swimming Pool

- 12.1 The swimming pool is generally available for use between May and October. However, this is not a strict rule. With any bookings outside of these dates, please check with us that the swimming pool is ready for use. When available for use the swimming pool must not be used outside of the hours displayed in the swimming pool area. Paschalis Hotel Apartments can accept no liability for any accidents which may occur in the swimming pool and areas around the pool and, as always, you should make sure that you have adequate holiday insurance to cover such eventualities.
- 12.2 We would expect all clients to be vigilant and careful (including, but without prejudice to the generality of the foregoing, no running around pool areas, no diving, no ball games as surfaces are often slippery, no running on any potential slippery internal or external surfaces with wet feet) with all members of their party when using the swimming pool and areas surrounding the pool. In accepting these terms and conditions, you are acknowledging this and that Paschalis Hotel Apartments and any of our employees shall not be liable for any claims in the event of any accidents.

13. Maintenance and Construction Work



13.1 All breakages, accidents, problems and losses must be reported to Paschalis Hotel Apartments as soon as possible so that they can be attended to. Home appliances will from time to time malfunction and may need repair. We will use our best endeavours to have any problem rectified as quickly as possible. Authorised personnel may require access to the property during your stay. Please note that the swimming pool will be cleaned regularly throughout your stay and we will try to keep any inconvenience to a minimum.

13.2 Occasionally routine maintenance work and repairs have to be carried out in and surrounding the accommodation. Any building work, which may commence in the local area, is outside of our control, and we cannot be held responsible for any resulting disturbance. We cannot accept any liability in this case.

14. TV

Any television that is provided will only have local channels but we cannot guarantee their availability. Please do not attempt to re-tune televisions as this may incur the expense of having a technician attending the property to sort out any problems.

15. Occupancy

Your booking is for the purposes of a holiday rental only and does not create the relationship of landlord and tenant between you and Paschalis Hotel Apartments. You will not be entitled to a tenancy or to any other form of security of tenure as a result of your booking.

16. Cancellations for Accommodation

16.1 One-hundred per cent (100%) cancellation charges apply.

16.2 Changes to your booking (except adding rooms or nights to bookings) will be treated as cancellations.

16.3 No refunds will be given for stays that are ended earlier than planned.

16.4 If your arrival date at Paschalis Hotel Apartments is delayed for any reason, you must advise Paschalis Hotel Apartments at the earliest opportunity. If you do not advise us directly prior to your arrival date, then your entire booking will be cancelled, and you will be charged as above.

17. Changes

17.1 Any changes to your booking will be subject to a €35 administration fee per amendment. If the change adds value to the booking (for example, an upgrade, or additional nights) then the administration fee will be waived.

17.2 In the unlikely event that we are notified that the accommodation cannot be provided due to unforeseen circumstances you can either cancel free of charge, and all payments actually received by us for your booking will be refunded, or accept alternative accommodation of equivalent standard (if applicable).

17.3 Where we are notified of changes we will contact you as soon as possible but will not have other liability towards you.

18 If We Change Your Booking

18.1 We start planning the accommodation we offer many months in advance. Occasionally, we have to make changes to details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always try to avoid changes and cancellations, we must reserve the right to do so.

18.2 Most changes are minor. Occasionally, we have to make a "significant change". "Significant changes" include but are not limited to the following changes when made before your check in date:

- a change of accommodation for the whole or a major part of your booking



- the closure of the swimming pool for an extended period

If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before your check in date, we will offer you the choice of the following options:

- accepting the changed arrangements or
- purchasing alternative accommodation from us, of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference) or
- cancelling or accepting the cancellation in which case you will receive a full refund of all monies you have paid to us.

Please note, the above options are not available where any change made is a minor one.

- 18.3 If we have to make a significant change or cancel four (4) weeks or less before your check in date, we will pay you compensation as follows subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted, where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. No compensation will be payable if we cancel as a result of your failure to comply with any requirement of these terms and conditions entitling us to cancel (such as paying on time). In all cases, our liability for significant changes and cancellations is to offering you the above mentioned options and, where applicable, compensation payments. We regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation. No compensation is payable for minor changes or where we make a significant change or cancel more than four (4) weeks before the first date of your booking. We strongly recommend that you take out travel insurance to cover this type of eventuality.

Time before check in date when a significant change or cancellation is notified to you	Compensation per Booking
More than 28 days	€0
28 – 22 days	€10
21 – 15 days	€20
14 – 8 days	€30
0 – 7 days	€40

19 Complaints

- 19.1 If you are dissatisfied in any way with your stay at Paschalis Hotel Apartments you should notify us in writing within twenty-eight (28) days of your return and quoting your booking reference number to 2 Olymbou Street, Pyla 7081, Larnaca, Cyprus.
- 19.2 You must contact us directly and immediately so that we can try to rectify any issues with the accommodation as soon as possible either by email or on our office number, which will be provided to you in the booking contract. Any complaints that are not reported locally if applicable or to us immediately or not received within this period cannot be considered valid on your return.

20. Our Responsibility to You

- 20.1 Any claims for damages for injury, illness, and death arising out of your stay in the accommodation must be dealt with through your travel insurance company and not Paschalis Hotel Apartments. It will be subject to the law of Cyprus. Paschalis Hotel Apartments cannot accept responsibility for any damage, loss, delay, or inconvenience caused by circumstances beyond its reasonable control. Such circumstances include war, threat of war, riots, civil strife, or terrorist activity, industrial disputes, natural or nuclear



disasters, fire, airport closures, bad weather conditions, interruption or failure of a utility service or the acts of any local or national government.

20.2 Paschalis Hotel Apartments reserves the right to change these conditions at any time.

21. Insurance

Paschalis Hotel Apartments strongly recommends that you arrange travel insurance at the time of booking and prior to staying in the accommodation at Paschalis Hotel Apartments.

22. Accommodation

Only those persons named at the time of booking, or subsequently advised, can occupy the accommodation.

23. Check-In/Out Times

Check in/out times are as follows:

- Check-in: 2.30pm
- Check-out: 11.00am

Rooms may be kept on later if agreed with Paschalis Hotel Apartments at its discretion, for an extra charge and subject to availability. **YOU SHOULD MAKE A REQUEST NO LATER THAN 24 HOURS PRIOR TO YOUR CHECK-OUT TIME IF YOU NEED A LATE CHECK OUT, WHICH AVAILABILITY CANNOT ALWAYS BE GUARANTEED.**

24. Passports and Visas

All persons must be in possession of a valid passport and, if necessary, a visa. It is your responsibility to meet the requirements of visiting Cyprus and we regret that we cannot accept any responsibility for costs incurred if you fail to be admitted to or permitted to leave from Cyprus.

25. Health and Safety

Health formalities can change, and we recommend you visit your doctor well before travelling to obtain advice. Infrastructure and safety standards might be different than those to which you are accustomed in your country, and you are advised to take extra care for your safety whilst travelling. You should consult your national foreign office for further information.

26. Data Protection

All personal data provided to Paschalis Hotel Apartments will be held and processed in accordance with legal requirements. We will keep your personal data safe and secure. We will not share it with other organisations without your knowledge and consent, unless required by law to do so.

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