

All Greece 4U Limited

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Property rental

Terms & conditions of booking

In these terms and conditions, "we" and/or "us" refers to All Greece 4U Limited. "You" refers to the person making the booking as well as all persons named on the booking form, including people who are added or substituted at a later date. The "owner(s)" means the owners and/or managing agents of the properties we feature on our website and on our literature.

1. Other than for properties we manage on behalf of the owner(s), we act as agents in respect of all bookings we take and/or make on your behalf. We accept no liability in relation to any contract you enter into or for any services or arrangements (including but not limited to property rental) you purchase or for the acts or omissions of any supplier(s) or other person(s) connected with any arrangements.

2. Prior to booking or paying a deposit to us, you must first contact us to check latest availability and rates of your chosen property for the dates you wish to book. Even though we make every effort to ensure the accuracy of the information on our website, there may be times when the website has not been fully updated or an error may have occurred.

After checking with the owner(s) we will confirm availability to you by email or telephone.

If you wish to go ahead with your booking we will place a provisional reservation on the property. You then have 5 days to send us a completed copy of the Booking Form together with deposit. If we do not receive the Booking Form and/or payment within 5 days from contacting you, we will cancel the provisional booking made on your behalf. Once we have received your Booking Form and all appropriate payments, we will confirm your booking in writing.

3. In order to confirm your booking a deposit of 25% of the total cost of the accommodation (or full payment if booking within eight weeks of first day of occupancy) must be paid at the time of booking.

The balance of the cost of your booking must be received by us no less than eight weeks before the first date of your planned occupancy of the property. If damage deposit is required by the owner of your chosen property, this must be received at the same time.

If we do not receive all payments due in full and on time, we reserve the right to treat your booking as having been cancelled by you. In this case the cancellation charges set out in paragraph 5 below will apply.

If your method of payment to us incurs additional charges we will pass these charges to you.

4. If you wish to cancel your booking you must notify us immediately in writing (by post or by email).

Cancellation will be effective from the date we receive your letter or email. If you cancel following the dispatch of our confirmation letter, the following cancellation charges will apply:

- More than 8 weeks (56 days) from the start of occupancy - forfeit of full deposit.
- 8 weeks or less but more than 5 weeks from the start of occupancy – forfeit 60% of the total cost of your booking (we refund 40%). If you have paid a damage deposit, this will be returned in full.
- 5 weeks or less from the start of occupancy – forfeit of the total cost of your booking. If you have paid a damage deposit, this will be returned in full.

5. If you wish to make changes to your booking details (increase or reduce the number of people or make a name change) following the dispatch of the confirmation letter a fee of £20 per change will be charged to cover our costs.

Only those persons named on the booking form may use and stay at the property/ies booked. In the event that additional people stay at the property, without the prior agreement of All Greece 4U Limited and/or the owner(s), we and/or the owner(s) reserve the right to terminate your booking without refunding any moneys received by you and/or to request an additional payment to be made.

6. In the unlikely event that the property you have booked ceases to be available as booked, or we become informed of material changes about the property that make it unsuitable for your needs, we will inform you immediately and do our best to find you alternative accommodation at no extra cost to you. If we are unable to offer you acceptable alternative accommodation, we will refund to you all the money you have paid us for your booking. However, we shall not be liable for any other costs you may have incurred or pay you any compensation if we are unable to re-schedule your booking.

7. You must maintain the property in the same state of repair and condition as at the date of your arrival at the property and you must leave the property in a reasonable state of cleanliness and in the same order and repair in which you found it. In addition, you must obey any specific house rules if applicable. These will either be sent to you prior to your departure or be at the property on arrival.

8. Most property owners require a damage deposit to be paid per booking to cover the cost of any damages to equipment or furnishings in the property or to the property itself, and incurred by you during your stay. If no damages have been incurred, the damage deposit will be returned in full within 2 weeks after the end of your occupancy. If you incur any damages during your stay at the property and the amount of damage exceeds the damage deposit paid, you will be liable for the difference and we will inform you accordingly.

In the event that the owner(s) of your chosen property have not requested a damage deposit to be paid, you are still liable for any damages you incur during your stay, to equipment or furnishings in the property or to the property itself. In such a case you must settle the cost of the damages directly with the owner(s) or their representatives. We recommend that you ask for a receipt for any payments made and that you take photographs of the damage as evidence in the case of any dispute arising.

9. Please note that we do not sell or make available for sale or process the sale of flights or other means of transport. Any contract you have in respect of flights or other means of transport will be with the flight/transport provider. Any flight/travel providers that appear on our website and/or our literature are only recommended suppliers and you are under no obligation to use their services. We strongly recommend that you take out personal travel insurance and that the insurance you select is adequate and appropriate for your needs. We cannot accept any responsibility in the event that you have failed to make such arrangements.

10. While we make reasonable efforts to ensure that descriptions supplied by property owners are accurately reproduced on our website and on our literature and given by us verbally, we cannot accept responsibility for any descriptions which contain inaccurate, incomplete or misleading information or errors and which have been supplied by the owner(s), nor can we accept any responsibility for any other inaccurate, incomplete or misleading information or errors appearing on our website and on our literature, except where this arises out of our negligence or that of any of our employees whilst acting in the course of their employment.

11. As we act only as agents in all bookings, other than bookings for properties for which we are the appointed managing agents, we cannot accept responsibility for the properties we feature at our website and/or our literature. However, if you have a complaint regarding the property you have booked we will be happy to assist you by forwarding your written complaint to the owner(s) and passing on the owner(s) response to you. Please write to us telling us about your complaint within 7 days of returning.

12. If you have any complaints regarding any services we provide, you must inform us in writing as soon as possible and in any event within 28 days of the end of any rental period booked through us. We will do our best to remedy the problem.

These Terms & Conditions are governed by the English law and any disputes arising will be under the jurisdiction of the English courts.