

## HOUSE RULES – USEFUL INFORMATION ABOUT THE PROPERTY

Dear visitors,

*Our goal is to make your stay as comfortable as possible. Our mission is to help you create beautiful, pleasant, relaxing moments with friends, co-workers and generally we would feel "just like at home".*

*In order to fulfill the above promise, we would appreciate if we had your full support in some rules of proper operation of the house.*

1. There shall not be smoking inside the home. Extra cleaning fees to remove odor and stains may be applied. If you feel a need to smoke, you can use outdoor areas.
2. Common quiet hours
  - 15:00 – 17:00
  - 23:00 – 07:00
3. Keep the property and all furnishings in good order & do not move interior furniture outside. Possible damages may occur due to weather conditions and from moving
4. In case we notice illegal activity or inappropriate antisocial behavior we will demand that you leave the accommodation.
5. Please let us know immediately if something is malfunctioning so it can be rectified in a timely manner.
6. In case of any damage through guest's fault, the cost of repairing the damage shall be borne by the guest.
7. For fire prevention and safety - please do not leave any electrical appliances switched on when they are not in use, or when you are leaving for the day. This includes air conditioners, fans, hair straighteners and portable device chargers.
8. PLEASE NOTE: Children friendly does not mean the area is child proof. It is the responsibility of the guardian/parent to monitor their children's actions at all times. At this point, please, keep in your mind that the access to the terrace is prohibited for all. The homeowner is not responsible for any accidents, injuries or illness that occurs while on the premises or its facilities.
9. Please, keep the apartment secure and lock doors and windows when leaving the house. The homeowner is not responsible for the loss of personal belongings or valuables of the guest. Please use the safes that are in the property for storing your valuable personal items.
10. Additional persons - other than those who have rented the property - are not allowed to enter the premises without prior written notice and approval from the owner company. Visitors are not allowed to exceed the declared capacity originally indicated at the time of booking.
11. Please be respectful of bed sheets and towels. Makeup/foundation, tanning products will stain or bench linen/towels. Please avoid using hand/bath towels with all skin products.
12. While linens and bath towels are included in the unit, daily maid service is not included in the rental rate – unless stated in description. We suggest you bring beach towels. We do not permit towels or linen to be taken from the unit.
13. The change of sheets and towels as well as the refreshing of the rooms of the accommodation take place every third day, excluding Sundays. At the request of the guest there is the possibility of additional cleaning of the accommodation. The cost for additional cleaning is 15€/ hour and includes making beds, sweeping and mopping the entire accommodation.
14. Use carefully the remote controls and keep them to their base.
15. As we respect the planet, we make bio insemination but due to the fact that the yard is outdoor area, make sure you don't leave food or garbage which can attract insects.

16. *Do not flush anything, not even toilet paper. No feminine products should be flushed at any time. If it is found that feminine products have been flushed and clog the septic system, you could be charged.*
17. Emergency Weather: There will be no refunds in regard to emergency weather conditions.
18. Pets are allowed in specific accommodations only upon request with extra charge / guarantee of 500 euros. If you do not inform us of the presence of a pet we will either cancel the reservation or charge you the corresponding amount per day - as we've set for the stay of the pets - depending on their days of stay.
19. The hotelier may refuse to rent to a guest who during the previous stay violated the rules of the accommodation.

#### ***SAFETY & HYGIENE RULES FOR SWIMMING POOL / JACUZZI***

1. Operating Period 1<sup>st</sup> May – 31<sup>st</sup> October
2. Please do not enter wearing sunscreen or any other type of body oil / cream.
3. Please use the Showers before entering
4. Bathing suites must be worn. Swimming in clothes or shoes is not permitted.
5. Children under the age of 12 must be escorted and kept under constant supervision.
6. Pets are not allowed.
7. For your safety, running, diving and playing with balls is not allowed.
8. Please wait for 3 hours after eating or consuming alcohol before entering.
9. Those who do not know how to swim are strictly forbidden to use the pool / jacuzzi.
10. People who have open sores, suffering from epilepsy, or have any contagious disease or virus are not allowed in the pool / Jacuzzi.
11. The jacuzzi - hot tub is the one that it can be heated after your written query with an extra cost 45€ per day. Please, inform us at least 48 hours before.

#### ***ARRIVAL & DEPARTURE POLICY***

Please upon your arrival have an ID/Passport available that you have to show – take a photo – to the welcome manager of the property.

Check – in Times

- 15:00 – 22:00 (free of charge)
- 22:00-00:00 (additional fee 20 euros)
- 00:00 – 07:00 (additional fee 50 euros)

Check out time

- 11:00

#### ***CAR RENTAL NOTE***

Santorini island is the most beautiful island in world for the unique architectonic, the beautiful caldera view and many other reasons that you will discover during your trip! At this point we would like to advise you in case of car rental to choose a small one like Toyota Yaris or Opel Corsa or even a smaller because Santorini mainly has narrow streets and alleys. So, choosing a bigger one car may difficult your driving experience.

All the above we mentioned as a kindly – friendly advice.

Have fun!

Thank you for your support,

***ROCK VILLAS TEAM***