

HOUSE RULES – USEFUL INFORMATION ABOUT THE PROPERTY

Dear guests,

We are delighted and honored to welcome you to our property, which is an officially licensed accommodation by the Greek National Tourism Organization, license number: 00001053955 & 00001053961

It is our great pleasure to host you and ensure you have a comfortable stay that feels just like home. Our mission is to help you create beautiful, relaxing moments with your friends, family, and colleagues.

To achieve this goal, we kindly request your support in following a few house rules:

1. To ensure a hygienic and safe stay, smoking is not allowed inside the house. Additional cleaning fees may apply for the removal of odors and stains. If you feel the need to smoke, please use the outdoor areas.
2. Quiet hours: 15:00 – 17:00 & 23:00 – 07:00
3. Please keep the property and all furnishings in good condition and avoid moving indoor furniture outside. Damage may occur due to weather conditions and relocation.
4. In the event of illegal activity or inappropriate antisocial behavior, we will require you to vacate the property.
5. Kindly inform us immediately if something is not functioning correctly so that it can be promptly addressed.
6. In the case of any damage caused by the guest, the cost of repairs will be borne by the guest.
7. For fire prevention and safety, please do not leave electrical appliances on when not in use or when leaving for the day. This includes air conditioners, fans, hair straighteners, and device chargers.
8. Although the property is child-friendly, it does not mean the area is safe for unsupervised children. It is the responsibility of each guardian/parent to monitor their children's activities at all times. The homeowner is not responsible for any accidents, injuries, or illnesses that occur while on the premises or its facilities.
9. Please keep the apartment secure by locking the doors and windows when leaving the property. The homeowner is not responsible for the loss of personal or valuable items of the guest. Use the safes provided in the accommodation to store your valuable personal belongings.
10. Additional persons - apart from those who have rented the property - are not permitted to enter the premises without prior written notice and approval from the management. Guests are not allowed to exceed the stated capacity that was initially declared 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. Respect the linens and towels. Makeup/foundation, tanning products will stain the linens/towels. Avoid using hand/bath towels with all skin products that may cause stains that are difficult to remove.
13. While the unit includes bed linens and bath towels, daily maid service is not included in the rental price – unless stated otherwise in the description. We suggest you bring beach towels. We do not allow towels or linens to be taken outside the property.
14. Linen and towel changes, as well as room refreshes, are carried out every third day, except on Sundays. Upon request, additional cleaning services are available at a cost of 10€/hour and include bed-making, sweeping, and mopping the entire property.

15. Please handle the remote controls and PlayStation joysticks with care and keep them in their designated places.
16. As we respect the planet, we recycle and avoid plastics. Since the yard is outdoors, please ensure not to leave food or trash that could attract insects.
17. Please do not throw anything in the toilets, not even toilet paper. The island's sewage system cannot handle such products. 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 will be charged for the repair costs.
18. Weather emergencies: No refunds will be given for unforeseen weather conditions.
19. Pets: We warmly welcome one pet up to 8 kg! Your furry friend will feel right at home. We provide a sleeping basket and a range of pet accessories. A refundable security deposit of 200 euros is required for pet stays, which will be returned immediately upon check-out after verifying that no further damage has occurred. A health certificate may be requested. In any case, the company must always be informed and agree before the guest's arrival.
20. The host may refuse to rent to a guest who has previously violated house rules.

SAFETY & HYGIENE RULES FOR SWIMMING POOL & JACUZZI

1. Operating from May to October
2. Please use the showers before entering
3. Wear swimwear during bathing
4. Children and minors must be supervised
5. No running or playing with balls
6. Avoid entering with open wounds or contagious diseases
7. Wait 3 hours after eating or consuming alcohol before entering
8. If you are not a swimmer, please do not use the pool/jacuzzi
9. No pets are allowed in the pool

Jacuzzi Heating Option: If you wish to have heating with an additional charge of €45 per day, please inform us at least 48 hours in advance.

ARRIVAL & DEPARTURE POLICY

Upon arrival, please have an ID/passport available to present – and photograph – to the accommodation's reception manager.

- Check-in time: 3:00 pm – 10:00 pm (free of charge)
- Additional charges for late arrivals:
 - 10:00 pm - 12:00 am (additional charge of 20 euros)
 - 12:00 am - 7:00 am (additional charge of 50 euros)
- Check-out time: 11:00 am

CAR RENTAL NOTE

Santorini is one of the most beautiful islands in the world for its unique architecture, stunning caldera views, and many other reasons you will discover during your trip! At this point, we would like to advise you, in case of car rental, to choose a small vehicle like a Toyota Yaris or Opel Corsa, or even smaller, as Santorini mainly has narrow streets and alleys. Choosing a bigger car may make your driving experience more difficult. All of the above is mentioned as a kind – friendly advice.

We hope you enjoy your stay and create wonderful memories in our space.

If you have any questions or need more information, please don't hesitate to contact us at:

E-mail: welcome@rockvillas.gr

Mob1: +306937277277 (WhatsApp, FaceTime, Viber available)

Mob2: +306981484147 (WhatsApp, FaceTime, Viber available)

Have a great time, and thank you for your understanding and cooperation!

The Team of

Rock Villas Complex