

RESERVATIONS POLICIES & REGULATIONS



Upon confirmation of a reservation you are kindly requested to provide credit card details and authorization to charge the amount of three nights for every week of your stay.

In the event of cancellation:

- The deposit amount for reservations for the months of **April, May, till June 25th & from 11th September – October** is fully refundable if cancellation notice is given one (1) week prior to the arrival date.
- The deposit amount for reservations for the period of **26th June - 30th July & 21st August - 10th September** is fully refundable if cancellation notice is given two (2) weeks prior to the arrival date.
- The deposit amount for reservations for the period of **31st July - 20th August** is fully refundable if cancellation notice is given three (3) weeks prior to the arrival date.
- The deposit amount for reservations for specific room number at any period is fully refundable if cancellation notice is given one (1) month prior to the arrival date.
- For early departure in any period or of a non-show, full amount of the remaining accommodation balance shall be charged.

The accommodation balance will be charged from your designated credit card upon check-in.

To simplify registration formalities we also request your passport number and a full address upon confirmation of your reservation (this is obligatory by the local authorities).

Bank transfers for all accommodation expenses may also be forwarded directly to our bank account:

HELIOS S.A. ALPHA BANK
Aghios Nikolaos Branch – Crete (669)
IBAN No : GR 9701406690669002320000259
Account No : 669/002320000259
Swift code : CRBAGRAAXXX

The hotel reserves the right to modify the Guest Loyalty Program benefits according to weather or unexpected conditions.

The exclusive benefits are reserved for bookings made through the Guest Loyalty Program.