



Villa Phoenix

Residence Policy

English



Villa Phoenix Apartments & Studios
Keri Lake Resort (Limni Keri), 29092
Zante Zakynthos, Ionian Sea Islands, Greece
Tel: +30 26950 49175
Fax: +30 210 6126513
Mob.: +306944410607 | +306972427394 | +306974906601 | +306977605676
Email: villa.phoenix@gmail.com
Web: <http://www.villa-phoenix.com>
skype: [villa.phoenix](https://www.skype.com/name/villa.phoenix)

Villa Phoenix Apartments & Studios

Limni Keriou, 29092, Zakynthos, Ionian Islands, Greece

T: +30 26950 49175, F: +30 2106126513

E: villa.phoenix@gmail.com, W: www.villa-phoenix.com

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Residence Policy

Reservations

Booking Instructions

In order to make a booking, a deposit of 30% of the total reservation amount is required in the nominated bank account at least 21 days prior to arrival date.

Bank deposit account information:

SWIFT (BIC): ETHN GR AA
S/C 672 NATIONAL BANK OF GREECE
PEFKI BRANCH 672
IBAN: GR 25011067200000 6727 4291 508
BENEFICIARIES: Eleni Chrisikopoulou / Dimitrios Chrisikopoulos

Important Notes

- Customer should always provide their full name upon reservation deposits.
- Customer should always inform Villa Phoenix via e-mail about any reservation deposits as soon as possible.
- The reservation is confirmed only as and when a deposit e-mail confirmation with reservation card attached is received by the customer.
- The outstanding balance should be paid on arrival.
- Reservations already handled will not be affected by any price change.
- Online credit card bookings currently not possible; you can use your credit or debit card though to pay your balance on arrival (currently accepting MasterCard/Maestro and VISA cards).
- Traveler Cheques currently not accepted.
- Villa Phoenix accepts no liability for erroneous reservations or deposits.

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Deposit via PayPal™

If you have a PayPal account, you may use your credit or debit card to make a deposit via that account:

- Using your web browser, navigate to www.paypal.com
- Enter your login credentials (e-mail and password) to log on
- At the main menu (upper part of the screen) click **Send Money**
- In the appearing screen:
 - In the **To** field Villa Phoenix e-mail: villa.phoenix@gmail.com
 - In the **From** field enter your e-mail address*
 - In the **Amount** field, enter the amount of the deposit (in Euros)
 - Click on **Personal** tab
 - From the available choices, click on **Other**
 - Click on the **Continue** button
- In the appearing screen make sure that:
 - The message **Eleni will receive** appears followed by the exact amount of the deposit
 - The **I will pay the fee** check box is checked
 - The correct credit or debit card appears under **Payment Method**
- Click on the **Send Money** button to complete the transaction
- Disconnect your account using the **Logout** link at the top of the screen

* Important notes

Please take care of the following:

- Your PayPal account is linked to the same e-mail you used to make the reservation in Villa Phoenix
- Your full name as declared in your PayPal account is the same name you used to make the reservation in Villa Phoenix

In case that any of the above pieces of information is different, please send us an e-mail right after you make the deposit, stating the name/e-mail address that you used to make the payment in PayPal.

Disclaimer: Villa Phoenix bares no liability regarding any internet bank transactions including credit/debit card and PayPal payments.

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Arrival & Departure

Payment

Settling of the accommodation outstanding balance (the amount remaining after reservation deposit) must be made on arrival for all guests booking directly with Villa Phoenix.

Accepted balance payment methods are cash and credit/debit card (currently accepting MasterCard/Maestro and VISA cards).

Guests agree that liability for all bills, including unsigned bills is not waived.

Checking in & out

We take great care in preparing your residence. Therefore, we would be grateful if you could inform us on your scheduled time of arrival and by also providing a contact mobile phone number.

Check-in time: No earlier than 14:00 (2 p.m.)

Check-out time: No later than 12:00 (12 p.m.)

In case of flight delays or inconvenience whilst traveling, guests should contact us on telephone at their earliest convenience.

Guests departing with early flights/ferries are requested to settle outstanding balances the day before departure.

As a consideration to our arriving guests, please plan to vacate your room by 12:00 a.m. If you need to extend your stay, please contact us at least one day prior to your expected departure date/time.

Early Arrivals & Late Departures

Extra charges apply for early arrival or late departure. Use of the room after 12:00 will be charged at 50% the daily rate. After 18:00 full rate will apply.

Guests arriving after check-in date are charged according to initially booked dates, not the dates stayed due to late arrivals.

If your flight or cruise is late departing, you can (after checking out) leave your luggage in a safe place in Villa Phoenix free of charge.

Early check-in and late check-out is subject to availability.

Cancellation Policy

Any cancellation made upon the confirmed arrival date or no show, results in 100% of the deposit amount.



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An early departure fee of 50% of the total accommodation charge will be applied for guests departing prior to scheduled departure date. (Greek law N. 1652/86- FEK 167A)

In the unlikely event of Villa Phoenix having to cancel a confirmed reservation due to unforeseen reasons, any amount paid by the guest for the reservation will be fully refunded. However, Villa Phoenix cannot be held liable for any cancellation charges for travel arrangements.

Children

Children under 3 years stay free of charge when using existing bedding.

Number of Guests & Extra Beds

- No more than the number of persons stipulated on the reservation form or in any means agreed may use the reserved residence. Should the host find more persons than those stated, is up to his/hers discretion to ask the guest to pay an additional fee or vacate the residence without any refund.
- Extra bed is charged 20% on the per room rate per night.

Facilities Usage

Only registered guests are permitted in guestrooms. Any property facilities are for the use of guests only. Any damages are charged to closing bill.

Pets

You are welcome to bring your small friends (dogs under 5 kg/10 lbs.). Please keep in mind that they should always be on a leash and never left unattended. We also kindly ask you to remove any of their droppings.

In any case, please confirm with us upon reservation. No extra charges will be applied.

Complaints

Each residence is maintained to the highest standards. Should you experience any difficulties during your stay, we will do our utmost to assist and solve the problem as soon as possible.

If, however, you feel the need of reporting the issue, please ask for a complaint form at the desk.

Safety & Insurance Issues

Due care must be taken during the entire stay and children should not be left unattended. The guests are responsible for (and recommended to procure) their own insurance coverage against theft, personal accidents, trip cancellation etc.

Villa Phoenix will not assume any responsibility for any personal or material damage, loss or injury due to the above-mentioned or any similar type of accidents or incidents.



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Please contact your travel agent, travel consultant or insurance broker for more details.

Valuables

Valuables left at the residence at the guest's own risk. Villa Phoenix cannot be held responsible for any loss of personal items.

Policy amendments - Notification of changes

Villa Phoenix Apartments & Studios reserves the right to change or update this Residence Policy at any time without further notice. All Residence Policy changes will take effect immediately upon their posting on the Website. Please check the Website periodically for any changes.

We may also notify you of changes to our Residence Policy by email. Please ensure that you have added legal@villa-phoenix.com to your email client safe list to assure that you receive any Residence Policy updates.

Your continued use of the Website and/or acceptance of our e-mail communications following the posting of changes to this Residence Policy will constitute your acceptance of any and all changes.

Additional information

Should you require any more information or have any questions regarding our Residence Policy, please feel free to contact us by email at legal@villa-phoenix.com.

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Villa Phoenix Apartments & Studios reserves the right to alter, change or modify services, rates & policies without prior notification.

By signing the reservation card, the client totally and unconditionally accepts the above conditions.