

**Payment:**

**30 % Deposit to be paid within ten (10) days This deposit is not refundable. Payment link will be sent by email.**

**Remaining balance/damage dep:** A payment link will be sent six (6) weeks before rental date start. The payment link is valid for one (1) week, and payment must be done within this deadline.

Cancellations less than 6 weeks prior to arrival incur 100% cost of the stay.

Cancellation will be based on the date the owner receives the cancellation in writing by email: [post@villahannamarie.com](mailto:post@villahannamarie.com)

The Guests obligations is to follow the practical rules and regulation for the villa.

No refund or rate adjustment will be made for unforeseen mechanical failures such as the supply of electricity, telephone service, water, pool filtration systems, air condition, television or cable services, appliances etc.

Please respect the maximum number of the guests allowed in our property. The capacity of guests are 12 persons, and the persons living in the villa must be according to the Personal list.

**Practical information and rules to help you enjoy your holiday at Villa Hanna Marie.**

We would appreciate it if you can follow the rules that concerns the villa, so that we all may have a good and relaxing holiday.

**Check in time: 16.00 and Check out time: 11.00**

Our manager, Korina, will meet you at the house, check the passport according the guest list, and you will receive the keys and information concerning alarms/Wi-Fi, and give you again this safety rules of house and the pool.

Villa Hanna Marie has its own gardener, pool man and cleaning staff.

**Housecleaning:** Our housekeepers, Elena and Stella, comes 3 times a week to clean the inside and outside of the house.

1. **Check inn:** new/change of linen, towels and inside cleaning. (10.30 aprox. 15.30)
2. **Outside:** only Glass railings/ outside floors. (09.00 to aprox. 14.00)
3. **Light cleaning:** make the beds, change of towels and light cleaning.  
(11.00 to aprox. -16.00)

In order to clean the tables outside on Wednesday's, the guests are responsible for clearing the table. (This concerns also personal belongings in bathrooms/bedrooms)

The girls are **not** the guest's servants.

**DO** not eat food in the bedrooms.

The guests are responsible for their own dishes.

Ps. If the girls are prevented to enter the bedrooms/bathrooms on light cleaning day, they will leave the clean towels in the laundry room.

In the laundry room you will also find some extra bed linen in case of need.

If you yourself feel a need for any additional cleaning, you will find a vacuum cleaner and cleaning materials in the laundry room in the basement.

**Do not throw any paper** or sanitary articles in the toilet, (because the public pipeline systems are unable to handle this). Please use the trashcan standing by the toilet for this purpose.

**Rubbish:** please tie the bags up tightly and throw the in the container down in the road in front of Enorme Eanthia Village hotel. There is one container for bottles and one for all the rest.

**Suite cases:** In the basement, under the stairs, there is a storage place for this

**Water:** You may drink the water from the tap, or you may buy it in big cans next door.

**Electricity:** The voltage and sockets are continental. Visitors from the UK or outside Europe will need to use an adaptor for their own appliances.

**Internet:** we have wire-less internet for your convenience. It usually works ok, but it is a bit more unstable than we are used to in Norway.

**Air-condition/heating:** Air conditioning works for hot and cold days and the temperature is fixed at 22 degrees. Keep the bedroom doors locked all time, this to provide the temperature to increase.

**Lights:** The lights around the swimming pool and outside areas go on automatically in the evenings, but lights for the terrace areas around/on the house are not automatic. Switches can be found next to the relevant doors and windows but **remember to switch off** in the morning.

In every bedroom, over the door, there will be a green emergency light, this **cannot** be switched off.

As the electricity is very expensive in Crete we would appreciate that you **switch off lights** while not being in the house.

**The swimming pool:** In high summer the pool is heated by the sun and is usually pleasantly warm. We do not have the possibility to warm up the pool in early or late seasons.

The pool man cleans the pool at regular intervals, but there is a net you can use to scoop up insects and leaves that settle on the surface.

The pool is 4-5 m x11 m approx. and varies in depth from 50 cm to approx.150 cm. The deep end is 1.50 meters, it is an infinity pool with salt water. In the shallow area of the pool is a special area for young children marked by bollards. Children should always be supervised.

Also take into consideration when using the pool in the evening, so that neighbors are not disturbed / annoyed by noise.

**Wind:** Strong wind appears suddenly, so **CLOSE** the umbrellas when they are not in use.

Also note that if the main door is open at the same time as the terrace doors, it will be very windy through the house and the door may slam hard.

**Electrical appliances:** Dishwasher, washing machine, vacuum cleaner, iron, toaster, microwave oven, blender, juicer, coffee machine, electric kettle, vaffel toaster, television, radio with CD player, DVD player and Xbox are available for your convenience.

The television has terrestrial Greek channels and a range of satellite programs (including CNN and BBC World). Instructions for use are inside the box beside the television. Rarely the internet may stop. If this happens take the plugs in the cabin downstairs out and then put it in again, and the “problem” is normally solved. If not then wait for some minutes, then try again.

**Barbecue:** Please clean and tidy up after using the BBQ!

**Kitchen:** we keep small quantities of cooking essentials for our own use, that you may use until you have bought your own. Over the refrigerator there is also a “mini” bar that you are welcome to enjoy.

There is one extra refrigerator in the laundry room, in case you need more space. If you want there also wine from our wine cellar, that you may buy. Pricelist and bottles are in the laundry room.

**Smoking: Not allowed inside**, and please use the ashtray when you are smoking.

**Neighborhood:** It is very common that Greeks living outside city borders have pets; dogs/cats, chicken, rooster and goats. So, think of it as an exotic experience waking up with the sunshine and a rooster wake up call, this is very authentic Greek.

**NOISE: The villa is a family villa**, and we would appreciate that you respect this, NO loud parties are allowed.

**Tennis:** The path can be used until the darkness comes. (around 19.30) The big lights are **not** connected, as this is very disruptive to our neighbors and their guests.

**Towels:** There are blue pool towels in the villa, but these are not allowed to take down to the beach, as these will be destroyed due to the sand.

Beach towels can be purchased at the supermarket.

**Activity equipment:** Due to the automatic water system in the garden, please return any equipment on the grass after use, put this in the black big box next to the pergola.

**Vegetable garden:** In the back of the tennis court, there is a fruit/vegetable garden. If there are any tomatoes/oranges, lemons you may enjoy it.

**Security: Always use the alarm at the villa and keep the gate **CLOSED!****

**Dishwasher:** Please rinse off before putting this in the machine. Do not start the machine, if there is now one in the villa. You are responsible for your own dish.

Fire extinguishers/first aid: make sure you know where this is in the villa.

Take out the coffee/water kettle when you are leaving the villa, and check that the umbrellas are closed.

In consideration to our neighbor, please try to **keep a low noise/silence** between 24.00-07.00.

**Outside/inside furniture:** Do not put your feet's in the furniture, unless you have covered them with the blankets that is at your disposal. Heavy use of the furniture or not following this instruction, we may charge you for the costs for an extra cleaning of the furniture.

Washing machine: Before checking out, rinse well off and start the machine.

**By departure:** all furniture and other things that are been moved, must be put back to its original place. The villa must be delivered in a good and tidy condition (rubbish including empty bottles must be thrown in the container at the road).

Korina will check the villa before your departure, and if you have made any damages of important please inform Korina asap.

Thank you for your cooperation.

Please confirm that you have read all the information. Date:

Sign:

Date: