

Booking Conditions Panokosmos

Reservation & Booking

Please do not book flights etc until you have confirmation from us that the accommodation is available and booked for you. We aim to respond to all correspondence within 24 hours.

We accept children over the age of 5, and charge for their meals at 50% of the adult rate up to the age of 12.

Payment Policy

Please arrange payment by bank transfer in Euros (we can take sterling by prior arrangement) to an account we will specify.

For meals and drinks consumed during your stay we will prepare a bill for you to pay in cash before your departure.

Cancellation Policy

We ask for a 30% non refundable deposit payable on booking in order to secure your time slot. We must receive this within 7 days of booking, and will readvertise the accommodation if this is unduly delayed. The balance, together with the security deposit is payable 4 weeks before commencement of holiday. Though we try to be accommodating we reserve the right to cancel the booking in the event that the balance is not paid in a timely fashion. If you are unable to take up the holiday, nor get compensation, we will refund the security deposit; and a proportion of this balance if we are able to successfully relet the accommodation.

Security Deposit

We ask for a security deposit against damage and loss (250 euro for each apartment, 100 euros for each studio), and will return this if all is well, within 7 days of your leaving. Please ensure we have your bank details to enable this!

Check In/Out

Check in is normally after 1600 on day of arrival, though we can be more flexible if the accommodation has been vacated before this date. Check out is 1000 on the day of departure, though you will be welcome to stay at the pool or on site until you need to leave for your flight. Again, if the accommodation is not immediately booked for others, you will be welcome to stay longer. Please let us know your flight details, and call us on arrival to let us know when you aim to arrive.

House Rules

We're not big on rules but the ambience of our home is of peace and tranquility. Its a place to relax, reflect and contemplate, or just chill out, and we ask that our guests respect this. Please be considerate, for example, in not slamming doors, and being discrete in the use of your mobile phone, particularly late at night.

We are happy to accept children over the age of 5.

We are a strictly no smoking establishment, though you are welcome to smoke outside on the terraces and in the garden, using the ashtrays we provide.

We do not allow pets.