

Welcome to our home!



*H*EMERA 
Holiday Home Villa

*Welcome
to your home!*

Santorini the unique island

Santorini is perhaps the most fascinating and most talked about island of Greece, in the Aegean.

Its name alone unfolds in mind pleasurable connotations, volcanic landscape, black, white and red beaches, dazzling white houses, terraces with panoramic views, stunning sunsets, wild fun.



The land of lava;

Large scale, naturally sculpted remnants of a massive volcanic explosion that destroyed the island's ancient civilization, transforming it from one land mass into several, justify its stunning uniqueness. What remains, is Thira, Thirassia, Aspronisi, Palia and Nea Kameni.

Experience World-Class Service at Hemera Holiday Home villa on Santorini; a place made with respect to tradition and special care for your well being on the island!

Let us welcome and pamper you at what is more than just a place to stay! To assist you, we have put together this brochure with useful tips and information about the villa!

Service Directory

Located in Akrotiri, Santorini, Greece • P.C.84700 Land: (+30) 2286085145, Mob: (+30) 6973045514

www.hemera.gr • www.hemeraholidayhome.com
hemeraholidayhome@gmail.com • info@hemera.gr

Check-In Procedure

Check-in hours are after 15:00 pm and until 23:30 pm. We'll be on the premises of Hemera Holiday Home villa, to welcome you during check-in, to inform you about all the facilities and services the villa offers, and provide all the tips you might need for a pleasant stay. We will always be there for you for anything you might need to know, before and during your stay. To better assist you, if you are to arrive too early or late, please let us know in advance.

Concierge Service

We will be pleased to assist you with any suggestions / information / arrangements regarding activities on the island of Santorini (car hire, transfers, island / wine / sailing / horse riding / bike tours, restaurants, cooking / pottery lessons). Please do not hesitate to ask us for any advice needed!

Breakfast

Start your day with high quality products provided daily in order to prepare your own breakfast. Welcome drinks and fruit upon arrival. Complimentary food and beverages are offered throughout your stay.



Wake-up service

For our wake-up service, just contact us!

Local transportation

For the timetables of all local transportation, please contact us!

Newspapers & Magazines

Provided daily, upon request.

Photocopying/Printing service

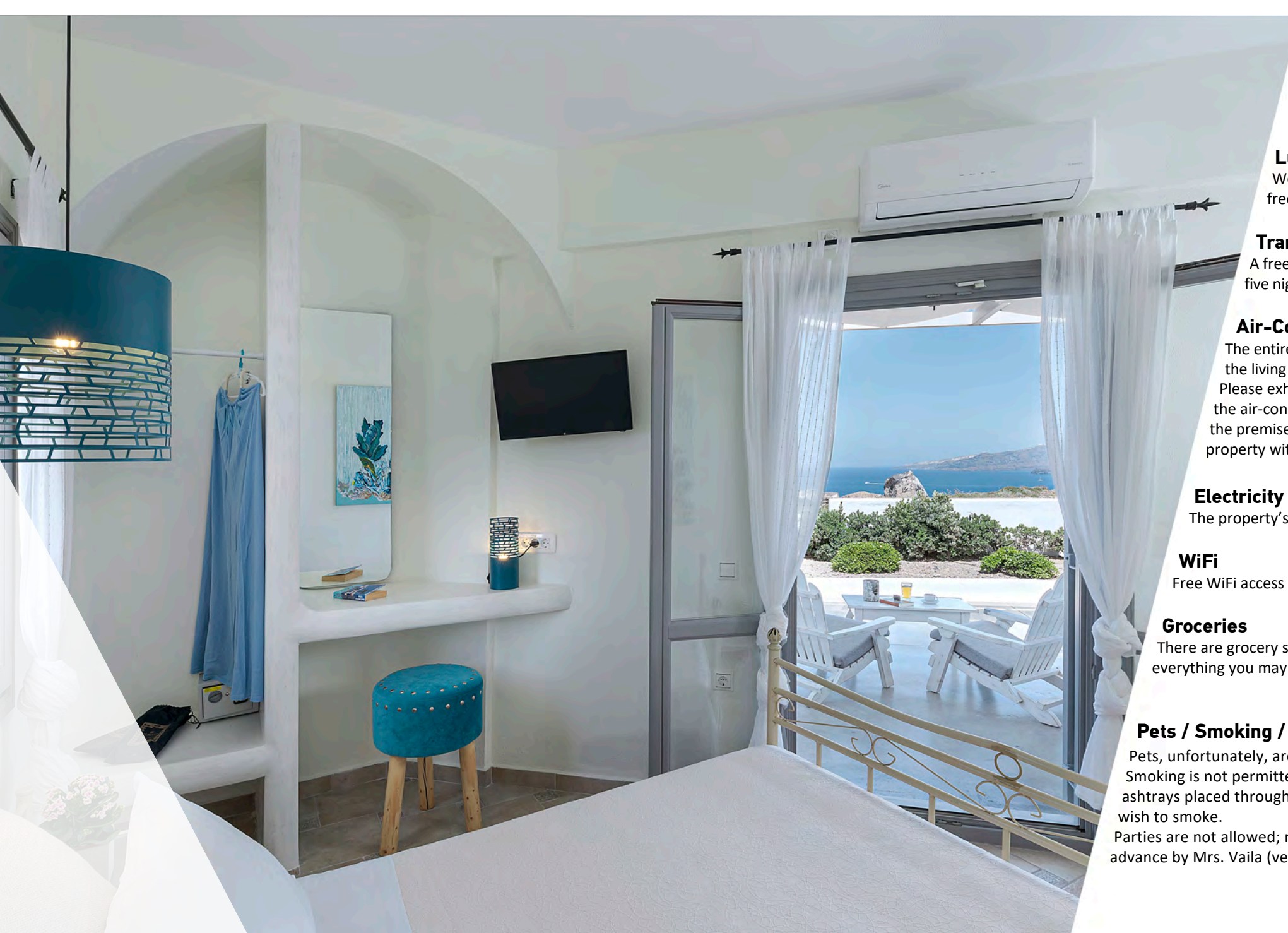
Available upon request

Safety Box

The villa provides a safety box for your valuables!

Bank info

For the nearest bank or ATM, please ask us!



Luggage

We provide luggage storage for early arrivals and late departures, free of charge..

Transfers

A free 2-way shuttle service from the Airport / Port is offered for a five night stay or longer. Please advise of your arrival time!

Air-Conditioning / Heating / Hot Water

The entire property is air-conditioned (heat/cold/dry). Each bedroom, the living room and the kitchen, has independent temperature controls. Please exhibit environmental responsibility, remembering to turn off the air-conditioning when the windows are open, and when leaving the premises. Note that solar power and electricity provide the property with hot water.

Electricity

The property's voltage is 220 V.

WiFi

Free WiFi access is available throughout the villa.

Groceries

There are grocery stores in the area, where you will find everything you may need.

Pets / Smoking / Parties / Events

Pets, unfortunately, are not allowed on the premises.

Smoking is not permitted indoors, but you may avail of the ashtrays placed throughout the villa's outdoor areas should you wish to smoke.

Parties are not allowed; neither are events, unless approved in advance by Mrs. Vailla (venue fees may apply.)



Cleanliness

A **free cleaning service** and change of bed-linen/bath towels is offered every third day, upon request.

Laundry service is available with additional charge and upon request.

For **extra bath amenities**/pillows/blankets or a baby cot during your stay, please contact us.

As a reminder, please **do Not drink water** from the taps.

It is only appropriate for cleaning, bathing, or brushing your teeth.

Only drink bottled water.

Toilets: Please Do Not throw toilet paper or anything else in the toilet bowl. The island's drainage system is not designed to handle such waste and it will only result in clogging the villa's piping. There are waste bins for that purpose!

Swimming Pool / Communal areas /

Parking lot

The pool is open from 8:00 am to 20:00 pm (1st June -15th September) and from 9:00 am to 17:30 pm (April -31st May + 16th September-November).

An outdoor, poolside shower and outdoor guest WC are available.

Please use the pool towels provided. There is ample private parking space for your vehicle. The use of all communal areas must comply with the security rules that can be found in the villa's "Terms of Use".

We kindly request you respect all terms therein.

In case of rain /sudden winds

Please take the outdoor seat cushions inside in the event of rain.

Always ensure all windows are properly shut before leaving the property, to avoid damage in the event of sudden winds.

Emergencies

Should medical attention be necessary, please contact us at once. The local emergency numbers are:

Police: +30 2286022649

Hospital: +30 2286036111

Fire brigade: +30 2286033199

Airport & Port: +30 2286027431 & +30 2286022239

European Emergency Number: 112



Check-Out Procedure

As a reminder, check-out is until 11:00 am on the day your booking ends. Before you leave, please ensure you have taken all of your personal effects! We would really appreciate it if you could leave us a review in the guestbook or online, letting us know how your stay was! We always love to hear from our guests! Please travel safely and come visit us again when you return to Greece!

1. Check-in / Check-out

- The rental period shall commence between 15:00 pm and 23:30 pm on the first day and finish at 11:00 am on the last day. Mrs Vaïla shall not be obliged to offer the accommodation before the time stated and the Guest shall not be entitled to remain in occupation after the time stated. At the end of the rental period the Guest must return the "Property" in the condition it was found. Any chargeable expenses arising during the rental period should be settled locally with Mrs Vaïla before departure.
- Early check-in: After advising Mrs. Vaïla and contingent upon availability. Extra charges may apply.
- Late check-out: After advising Mrs. Vaïla and contingent upon availability. Extra charges may apply.
- To better assist you, if you are to arrive too early or late, we advise the Guest to let us know.

2. The "Property" shall be used by the Guest and their party with proper care and all terms of use are to be respected.

- The maximum capacity is 6 people. An extra charge applies for more than 2 people.
- Visitors of the renters may only visit the villa upon request. All of the villa's outdoor areas are free for the guests' use.
- "Quiet hours," however, which enjoy legal status in Greece, are to be strictly observed from 15:00 pm to 17:30 pm, and from 23:00 pm to 7:00 am.
- The Guest agrees not to act in any way that could cause disturbance to residents in neighboring properties.
- Events are permitted only if approved in advance by Mrs. Vaïla (venue fees may apply.)
- The use of all communal spaces must comply with safety rules. In the event of a guest's own fault, he/she is wholly responsible. The property and Ms Vaïla are not responsible or liable for damages and accidents caused by guests' fault.

3. Children

- Children are welcome
- One free baby-cot is available for children up to 2 years old
- The minimum age of children without supervision is 18 years old. Please, never leave underage kids unattended.

4. Pets, Smoking, Parking, WiFi

- Free WiFi access is available throughout the Property
- Free private parking
- Pets, unfortunately, are Not permitted on the premises
- Smoking is Only allowed in the property's outdoor areas. Guests, for example, can smoke on the balconies or the verandas, making use of the ashtrays available there.

5. Cleanliness

- The Guest agrees to be a considerate tenant and to take good care of the Property, and to leave it in a clean and tidy condition at the end of the rental period.
- A free cleaning service and change of bed-linen/bath towels is offered every third day upon request.
- Laundry service is available, at additional cost upon request
- For extra bath amenities/pillows/blankets during your stay, the Guest should contact Mrs. Vaïla

6. Swimming Pool

- The pool is open from 8:00 am to 20:00 pm (1st June - 15th September) and from 9:00 am to 17:30 pm (April - 31st May + 16th September - November)
- Pool towels are provided
- Running around the pool and diving are Not allowed. Guests should be very careful to avoid possible injury, and observe all the safety rules.
- Swimming pool use is strictly forbidden to those not familiar with swimming.

- Drinking spirits while making use of the swimming pool is also strictly forbidden. If used under these circumstances, the Guest bears full responsibility for their actions.
- Children must be accompanied by parents/guardians, under their constant supervision, assuming their full responsibility.

7. Air Conditioning / Heating / Hot Water

- The entire property is air-conditioned (heat/cold/dry).
- Each bedroom, the living room and the kitchen, has independent temperature controls. Please exhibit environmental responsibility, remembering to turn the air-conditioning off when the windows are open, and when leaving the premises.
- Note that solar power and electricity provide the property with hot water.
- The property's voltage is 220V.

8. Security / Keys / Safety

- The Property and Ms Vaïla do not bear any liability in case of loss of valuables. There are 2 keys that lock and unlock the front door and the safe box, respectively. It is the Guest's sole responsibility to properly secure their valuables and in the event of theft, the Guest bears full responsibility.
- Please ensure all windows are properly shut before leaving the property, to avoid damage in the event of sudden winds.

9. Emergencies

- Should medical attention be necessary, please contact us at once. The local emergency numbers are:
- Police: +30 2286022649 • Hospital: +30 2286036111
 - Fire brigade: +30 2286033199
 - Airport & Port: +30 2286027431 & +30 2286022239
 - European Emergency Number: 112

10. Activities/Suggestions

- Information regarding activities/arrangements on the island of Santorini (car hire, sailing/wine/horse riding/bike/island tours, cooking lessons, pottery, restaurants) is offered. However, it is at the discretion of the guest which service provider they choose. Any claim that may arise, solely concerns the service provider they have contracted with.

11. Mrs Vaïla + the Property shall not be liable to the Guest:

- For temporary defect or stoppage in the supply of public utilities to the Property, or with respect to defects in any equipment, machinery or appliance inside the Property or in the garden.
- For any loss, damage or injury, suffered as a result of adverse weather conditions, riot, war, strikes or other matters beyond the proprietor's control.
- The Guest and their parties acknowledge that use of amenities such as the Jacuzzi, pool, fireplace, BBQ, decks, and the like may be potentially dangerous and involve risk if improperly used, particularly with respect to children. As such, their use is at the Guest's own risk.
- For any loss, damage or inconvenience caused to or suffered by the Guest.

- Both parties agree that in case of a dispute, they will attempt to settle in good faith out of court, otherwise, the Greek Courts have jurisdiction to provide dispute resolution, according to existing Greek legislation, even if the Guest does not have temporary or permanent residence in Greece. It is the Guest's obligation to carefully read the Property's booking conditions, cancellation policies, and terms of use, accessible on the web.





Your signature on the booking form will be taken as your and your party's acceptance of all aforementioned terms and conditions.

Hemera Holiday Home villa on Santorini is a place made with

respect to local tradition & special care for your well being on the island!



HEMERA HOLIDAY HOME VILLA ON SANTORINI

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