



Corporate Legal & Operational Policy Handbook

Applicable to Octopus Milos Villas
www.octopusmilos.com

This handbook contains the official operational, booking, legal, and guest-use policies of ALWAYS HOLIDAYS IKE. The document is intended for website publication, guest reference, and operational use.

1. Booking & Cancellation Policy

1.1 Reservation Confirmation

Reservations are considered confirmed only after receipt of payment and written confirmation from ALWAYS HOLIDAYS IKE.

1.2 Payment Terms

- 50% deposit required upon booking confirmation.
- Remaining balance payable no later than 45 days before arrival.
- Reservations made less than 45 days before arrival require full payment.

1.3 Security Deposit

The company reserves the right to request a refundable security deposit before check-in, usually amount equal to one night charge.

1.4 Guest Cancellation Policy

- More than 60 days before arrival: 100% refund minus non-refundable deposit (if any).
- 31–60 days before arrival: 50% refund of paid amount.
- 30 days or less before arrival: non-refundable.

1.5 Force Majeure

The company shall not be liable for disruptions caused by events beyond reasonable control.

1.6 Booking Platforms

Reservations through Booking.com, Airbnb, or other platforms may additionally be subject to platform-specific policies.

2. Terms & Conditions of Stay

2.1 Acceptance of Terms

Guests agree to these terms upon completing a reservation.

2.2 Check-In / Check-Out

- Check-in: from 15:00
- Check-out: until 11:00



2.3 Guest Responsibilities

Guests must respect the property, neighboring residences, and local regulations.

2.4 Liability Limitation

ALWAYS HOLIDAYS IKE shall not be liable for utility interruptions, transportation delays, or force majeure events.

2.5 Governing Law

These terms are governed by the laws of Greece.

3. House Rules

- No parties or events without prior approval.
- Quiet hours must be respected.
- Smoking prohibited inside the villas.
- Illegal activity strictly prohibited.
- Guests must report damages immediately.
- Maximum occupancy limits must be respected.

4. Privacy Policy (GDPR Compliant)

4.1 Personal Data Collection

The company may collect guest names, contact details, booking information, and payment-related information.

4.2 Purpose of Processing

Data is processed solely for reservation management, legal compliance, communication, and service improvement.

4.3 Guest Rights

Guests may request access, correction, or deletion of personal data where legally applicable.

4.4 Data Protection

Reasonable technical and organizational measures are implemented to protect personal information.

5. Website Terms of Use

5.1 Website Acceptance

By using www.octopusmilos.com users agree to these terms.

5.2 Intellectual Property

All branding, photographs, text, logos, and website materials are property of ALWAYS HOLIDAYS IKE unless otherwise stated.

5.3 Prohibited Use

Unauthorized copying, misuse, or interference with the website is prohibited.



6. Pool Safety & Liability Waiver

- Guests acknowledge that swimming pools involve inherent risks.
- Children must always be supervised by adults.
- Guests accept full responsibility for personal safety and proper use of all pool facilities.
- ALWAYS HOLIDAYS IKE shall not be liable for injuries resulting from misuse, negligence, or lack of supervision.

7. Damage Deposit Authorization Clause

Guests authorize ALWAYS HOLIDAYS IKE to retain part or all of any security deposit in cases involving:

- property damage,
- excessive cleaning,
- missing items,
- violation of house rules.

The company reserves the right to seek additional compensation where damages exceed the retained deposit amount.

Final Legal Notice

This handbook is intended as a professional operational and legal template for ALWAYS HOLIDAYS IKE. The company is advised to obtain review and approval from qualified legal and tax advisors in Greece prior to publication, enforcement, or implementation.

Authorized Representative
ALWAYS HOLIDAYS IKE