



HOTEL POLICIES

Simantro Resort – Terms & Conditions

By making a reservation or using our accommodation services, guests agree to the following terms and conditions. We kindly ask all guests to review these terms carefully before confirming their reservation.

1. Reservations

- 1.1.** Guests must be at least 18 years old to make a reservation.
- 1.2.** All information provided during the booking process must be accurate, complete and up to date.
- 1.3.** All reservations are subject to availability and confirmation by the hotel.
- 1.4.** The hotel reserves the right to refuse or cancel a reservation where there is reasonable evidence of fraudulent activity, misuse of the booking system, or materially inaccurate or misleading information.
- 1.4.** Guests requiring clarification may contact the hotel before confirming their reservation.
- 1.5.** By completing a reservation, guests accept the booking terms and hotel policies that have been communicated and made accessible to them before the reservation is completed.
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- 1.7.** If guests require additional information or clarification, particularly regarding a specific facility, service or condition that is essential to their decision to book, they must submit a written enquiry to the hotel's official email address before completing the reservation.
- 1.8.** The Climate Crisis Resilience Fee is determined by applicable legislation and may be amended by the competent authorities, including after a reservation has been confirmed. The amount legally applicable to the period of stay will apply.

2. Payment

- 2.1.** Payment requirements, deposit conditions and cancellation policies depend on the selected rate and will be communicated during the booking process.
- 2.2.** Payments must be made in the currency indicated in the reservation confirmation.
- 2.3.** For credit or debit card payments made at the hotel, the cardholder must be physically present during the transaction.
- 2.4.** Payment for additional services or purchases is made directly at the respective hotel outlets at the time of the transaction.
- 2.5.** Cash payments are accepted for amounts up to €500, in accordance with applicable Greek legislation.

3. Privacy & Personal Data

3.1. The hotel is committed to protecting guests' personal data and respecting their privacy.

3.2. Personal data is processed in accordance with applicable data protection legislation, including the General Data Protection Regulation (GDPR), and the hotel's published Privacy Policy.

4. Hotel Liability & Personal Belongings

4.1. The hotel is not liable for any loss, damage or injury that may occur during your stay, unless such loss, damage or injury is caused by the hotel's negligence.

4.2. Guests are advised to safeguard their personal belongings and use the in-room safe for cash, jewellery and other valuables. The hotel is not liable for any loss of or damage to personal belongings left in guest rooms or public areas.

4.3. The hotel is not responsible for any errors or omissions on its website or in other advertising and promotional materials.

4.4. Travel agents, tour operators, online booking platforms and other intermediaries selling stays at the hotel, whether directly or through third parties, are responsible for communicating the applicable booking terms, hotel policies, services, restrictions and additional charges to their customers before the reservation is confirmed. The hotel accepts no liability for a booking intermediary's failure to communicate this information .

4.5. Guests requiring clarification may contact the hotel before confirming their reservation.

5. Dress Code Policy

5.1. Breakfast & Lunch – Casual Attire

Guests are kindly requested to wear appropriate casual attire. Swimwear must be covered, footwear is required, and bare-chested attire is not permitted.

5.2. Dinner – Smart Casual Attire

Guests are kindly requested to wear smart casual attire, such as shirts, polo shirts, blouses, dresses, trousers, skirts or smart shorts. Swimwear, beachwear and bare-chested attire are not permitted.

6. Food & Beverage Policy

The health and safety of our guests is our highest priority. To comply with HACCP (Hazard Analysis and Critical Control Points) food safety requirements, we kindly inform you of the following:

6.1. Outside Food & Beverages: Food and beverages brought from outside the hotel are not permitted for consumption in the hotel's restaurants, bars or other public areas.

6.2. Food Consumption: Food served in the hotel's restaurants must be consumed within the designated dining areas and may not be taken outside the restaurants.

6.3. Special Dietary Requirements: Guests with food allergies, intolerances or special dietary requirements are kindly requested to inform our team in advance so that we can assist them accordingly.

7. Medical Assistance & Medication Policies

7.1. At client's request, Reception can assist you in contacting an external doctor or arranging a taxi transfer to a nearby hospital or medical centre. Medical consultations and taxi transfers incur additional charges.

7.2. Hotel staff do not provide medical advice, diagnoses or treatment recommendations. Under hotel policy, staff do not supply or administer medication, including over-the-counter medicines. If you require medication, Reception can direct you to the nearest pharmacy.

7.3. The hotel maintains a first-aid kit. First aid does not replace assessment and treatment by a qualified healthcare professional.

8. Other Guest Responsibilities

8.1. Guests are expected to treat hotel property, equipment and facilities with reasonable care.

8.2. Guests must comply with hotel regulations, safety instructions and applicable laws.

8.3. Smoking is prohibited in all guest rooms and designated non-smoking areas.

8.4. Pets are not permitted at Simantro Resort.

8.5. The hotel reserves the right to charge additional fees for excessive cleaning or damage caused by guests.

9. Governing Law & Jurisdiction

9.1. These Terms & Conditions are governed by Greek law.

9.2. Any disputes arising from or relating to these terms shall be subject to the jurisdiction of the competent courts of Thessaloniki.

10. Changes to Terms & Conditions

10.1. Simantro Resort reserves the right to amend these Terms & Conditions at any time.

10.2. Any changes shall take effect upon publication on the hotel's official website.

By confirming a reservation, guests acknowledge that they have been provided with the applicable booking terms and conditions.