

TERMS OF STAY

Article 1
(General Terms)

1. The provisions of these regulations apply to all administrative and labor personnel of the societe anonyme under the name "**NAKOS IOANNIS AND SON SECRET HOTEL AND TOURIST COMPANY**" who work at its hotel under the title "**NAIAS HOTEL**" (hereinafter "the hotel") and who are connected to it by a relationship of dependent labor of indefinite or definite duration. Additionally, visitors/residents of the accommodation are also subject to the terms of stay herein.
2. The provisions of these regulations apply only provided they do not conflict with the respective labor legislation, the respective relevant collective labor agreements, as well as the respective other legal provisions concerning the Civil Code, Consumer Protection, and GDPR.
3. These terms prevail over any oral agreements. Any modification is valid only if made in writing by the Hotel Management, unless points of the present conflict with current legislation, in which case those points are considered "void."

Article 2
(Arrival & Identification)

1. Upon arrival, every resident is required by law to present an official and valid identification document (Police ID or Passport or Certificates of Competence / Driving Licenses recognized by Greek legislation) bearing a photograph of the holder. The Hotel reserves the right to refuse the provision of accommodation in case of failure to present the above.
2. Personal Data (GDPR): Customer details are collected, registered, and processed exclusively for the purposes of legal obligation (tax authorities, police) and security, in accordance with the General Data Protection Regulation (EU 2016/679).
3. Exclusively upon arrival, the customer is provided with a special form to fill in details (such as the full name of all residents, at least one mobile phone number including the country code of issuance, and the vehicle registration plate in case of private ownership or rental) which is read, completed, and signed by them on the spot. The content of this form is intended for the protected collection of the customer's personal data for the purposes described in par. 2 of the same Article , as well as for obtaining explicit consent for their processing and the full understanding and harmonization of all visitors mentioned herein with these hotel stay terms.
4. The official start time of the stay and delivery of the room is set after 14:00. In the event that the Customer arrives earlier, delivery of the room before the predetermined time is possible only if the room is already available and ready for use by the housekeeping service, without additional charge.

Article 3
(Payment Guarantees, Pre-authorization Policy, Taxes)

1. Upon arrival, the Customer must provide a valid credit, debit, or prepaid card (Visa, Mastercard, Amex, etc.) issued in their name or in the name of a person traveling with them.

2. The Hotel is entitled to block (pre-authorize) on the Customer's card regarding:
 - a. The total amount corresponding to the cost of the stay (if it has not been prepaid).
 - b. An additional fixed guarantee amount [e.g., €50.00] or less per night to cover any extras, consumptions, or damages (incidentals).
3. The pre-authorized amount for incidentals is automatically released by the system upon departure, provided there are no outstanding debts. The time it takes for the amount to appear in the Customer's account depends exclusively on the card's issuing bank.
4. Any cash balance less than or equal to that defined by legislation may be settled using cash.
5. According to current Greek Legislation, customers who are liable for the payment of an environmental stay tax must settle the amount as defined by Legislation upon arrival or at the latest on the day after their arrival, except in the case of a one-night stay which is settled immediately upon arrival. The hotel has the possibility to collect this tax exceptionally only with the use of cash, while alternative means of payment for this are provided only upon approval by the management.

Article 4 (Settlement of Outstandings)

1. The Hotel sets a maximum credit limit for extras per room at the amount of **€300.00**. As soon as the Customer's consumptions (restaurants, room service, room charge, etc.) reach this amount, their settlement is immediate and mandatory in order to continue the provision of credit.
2. For stays exceeding 4 nights, the Customer is obliged to come to the Reception and settle the current balance of their account every 3-4 days.
3. Suspension of Services: In the event that the Customer refuses or is unable to settle the interim bill, the Hotel reserves the legal right according to Legislation to electronically lock access to the room, retain luggage, and immediately terminate the stay contract.

Article 5 (Departure & Non-Payment Clause)

1. The Customer is obliged to vacate the room and deliver the keys/cards to the Reception no later than 11:30 a.m. on the day of departure, simultaneously proceeding with the final liquidation and settlement of their account. Extension of the stay beyond this hour (Late check-out) is allowed only upon approval by the Reception and may incur additional charges based on availability.
2. If the Customer departs secretly, illegally, or without completing the check-out process and the full settlement of their debts (stay, taxes, extras, damages): They explicitly, irrevocably, and unreservedly authorize the Hotel to charge the credit, debit, or prepaid card declared during booking or arrival with the total outstanding balance. The signature/acceptance of the special form referred to in Article 2.3 of these terms constitutes a valid and final order to the card's issuing bank, and the Customer explicitly waives any right to dispute the charge (chargeback) to the banking institution.

3. Intentional escape from an accommodation without paying the consideration constitutes the criminal offense of fraud (Article 386 of the Penal Code) and/or embezzlement of services. The Hotel will proceed immediately to: Filing a complaint/lawsuit with the police and prosecutorial authorities for the criminal prosecution of the Customer and the notification of their details to the competent authorities for the issuance of warrants or searches.

4. Civil Claims & Legal Costs: The Hotel will judicially claim the total amount of debts. The Customer is fully burdened with the legal default interest, judicial bailiff expenses, lawyer fees, and all incidental judicial costs of the company.

5. Based on the Civil Code, the Hotel has a right of lien and immediate retention of all objects, luggage, and personal items that the Customer brought to the accommodation. These items will not be returned until the full and complete settlement of the debt.

Article 6 (Liability for Damage, Wear & Tear & Destruction)

1. The Customer bears full and exclusive civil liability for any damage, wear and tear, vandalism, or destruction caused to the room, furniture, electrical appliances, linens, or common areas of the Hotel, whether due to intent or negligence of themselves or their co-residents/visitors or their pets.

2. The cost of restoration, repair, or full replacement of equipment is calculated by the technical service and the Hotel Management. This amount is charged directly to the Customer's card or requested by the hotel from the customer (in case of no initial provision of a bank card). In case of refusal of compensation, the provisions of Article 5.5 of these terms apply. The Hotel is obliged to send the Customer an analytical list of damages and the corresponding invoices/purchase or repair documents.

3. If due to the damage the room is put out of service and cannot be provided to subsequent customers, the Customer is obliged to pay as compensation the official **rack rate** of the room for every day it remains closed for repair.

Article 7 (Loss of Valuables & Jewelry, Theft)

SECTION A: GUEST OBJECTS AND PROPERTY

1. Hotelier's Legal Liability (Articles 834-838 of the Civil Code): The Hotel is liable for any damage, destruction, or removal of items that Customers bring to the accommodation. This liability is limited exclusively to items located within the room or in areas indicated by the staff.

2. The Hotel provides an individual electronic safe box in every room. Customers are required to store cash, jewelry, documents, travel tickets, and high-value electronic devices there. According to established Greek Legislation, the Hotel is exempted from any liability for theft or loss of valuables or cash left exposed in the room and not secured within the safe box, or not delivered with an official receipt of receipt for safekeeping at the central Reception.

3. The Hotel bears no responsibility if the loss or theft is due to:

- a. Exclusive negligence of the Customer themselves, their co-residents, or their visitors (e.g., if the Customer left the balcony door or the main door of the room open/unlocked).
- b. Events of force majeure (e.g., natural disasters, armed robbery).

4. In the event that the Customer notices the loss or theft of a personal item, they are obliged to immediately inform the Hotel Reception, so that the police authorities can be called to record the incident and conduct an investigation.

SECTION B: THEFT OR REMOVAL OF HOTEL OBJECTS BY GUESTS/VISITORS

5. All items located in the room (including indicatively: linens, towels, bathrobes, hangers, electronic devices, televisions, hair dryers, decorations, glasses) constitute the exclusive property of the Hotel.

6. On the day of departure and before the final release of the Customer, the housekeeping service performs a detailed room audit. If it is found that items or equipment are missing, their purchase and replacement value will be automatically charged to the Customer's credit/debit card, based on the authorization they have signed on the Registration Card.

7. Criminal Prosecution for Theft / Embezzlement: The removal of hotel equipment constitutes the criminal offense of theft (Article 372 of the Penal Code). If the Customer has already departed and their card does not have a sufficient balance for the charge of the removed items, the legal service of the S.A. will proceed immediately to:

- a. Filing a lawsuit for theft with the police authorities.
- b. Providing personal details and video surveillance data (if available from common area security cameras) to the Police for their location.

Article 8

(General Rules of Operation & Behavior)

1. Smoking (including cigarettes, cigars, electronic cigarettes, vaping devices, and tobacco heating devices) is strictly prohibited in all indoor areas and rooms of the Hotel. In case of violation, an automatic charge for special biological cleaning and air restoration of €150.00 will be imposed.

2. Customers are required to strictly observe the quiet hours (15:00 - 17:30) and (23:00 - 07:00). The use of devices or instruments at a volume that disturbs other residents is prohibited.

3. The stay or overnight stay of undeclared persons in the rooms is not allowed. Any external visitors must show their ID at the Reception and may arrive from 08:00 and depart no later than 23:30.

4. The Hotel Management reserves the right to immediately cancel the stay and expel from the premises (with the assistance of police authorities if required) any Customer who displays aggressive, threatening, antisocial, illegal, or insulting behavior towards the staff or other customers, without any obligation to refund money; in case of existing debts, Article 5.5 of the present applies.

Article 9
(Pet Policy)

1. The accommodation of pets is allowed only upon prior notification during booking and approval by the Hotel. For the stay of each pet, an automatic additional charge of €10.00 per night applies.
2. Service Animal Exception: Trained guide dogs (seeing-eye/assistants) for persons with disabilities (Service Animals) are explicitly and fully exempt from the aforementioned €10.00 charge, provided that the Customer presents the legal certificates of training and work of the animal upon arrival.
3. The Customer bears full responsibility for the supervision, cleanliness, and safety of their animal. Pets must always be moved in common areas on a leash. The entry of animals (excluding service animals) into dining areas and the pool is strictly prohibited.
4. The owner of the pet is entirely responsible for any damages, stains, wear and tear on furniture/linens, or nuisance to other residents. The cost of special biological cleaning or damage restoration will be charged directly to the Customer's card based on Article 6.

Article 10
(Internet Network Usage (Wi-Fi))

1. The Hotel provides Customers with exclusively free wireless internet access (Wi-Fi) in all room areas and common facilities.
2. The Hotel makes every possible effort for the continuous and uninterrupted operation of the network but bears no responsibility for any technical interruptions, reduced speed, or loss of connection due to the telecommunications provider.
3. The Customer is exclusively responsible for their activity during Wi-Fi use. The use of the Hotel's network for illegal actions (e.g., illegal file downloading - torrents, cyberattacks, visits to illegal websites) is strictly prohibited. In case of violation of the law, the device and connection details of the Customer will be immediately handed over to the prosecution authorities.
4. Connection to the internet via cable/wired connection through the hotel's infrastructure is explicitly prohibited, as this poses risks for both the user and the company.

Article 11
(Parking and EV Charging Policy)

1. The Hotel has a private, controlled parking area exclusively and only for the charging of electric or hybrid vehicles (EV Charging), giving priority to staying Customers as well as the wider public. The use of the charging station is done upon consultation with the Reception and the charges are proportional to the electric vehicle charging provider (namely the PUBLIC POWER CORPORATION SOCIETE ANONYME – DEI S.A.).
2. As soon as the vehicle charging is completed, the Customer is obliged to move it immediately from the private area, so that the space is released for subsequent users.

3. The Hotel does not have general parking spaces for conventional vehicles. The parking of these vehicles is done under the Customer's responsibility on the road network (public road) around the accommodation.

4. The Hotel bears absolutely no responsibility for any theft, break-in, damage, accident, or injury that may be caused to any vehicle (including vehicles in the charging area or on the public road) by third parties and/or weather phenomena.

Article 12 **(Stay Rules for Children & Minors)**

1. Children and all minor visitors must be under the continuous, direct, and strict supervision of their parents or legal guardians in all areas of the Hotel (rooms, corridors, reception, elevators, etc.).

2. For safety reasons and to avoid accidents, it is strictly forbidden for children to run in the corridors, play on the stairs, use the elevator unaccompanied, or engage in actions that endanger their physical integrity or disturb other residents.

3. Parents or guardians bear full civil and legal responsibility for any damage, wear and tear, or accident caused by minors within the Hotel. Any cost of damage restoration will be charged directly to the Customer's card, according to Article 6.

Article 13 **(Pool Operation & Safety Rules)**

1. Use of the pool is strictly allowed only during the predetermined operating hours (11:00 – 18:55). Swimming outside these hours is universally prohibited, as the cleaning and chlorination mechanisms are in operation and there is no supervision.

2. Entry and use of the pool by children under 12 years of age without the continuous, direct, and physical presence/supervision of a parent or adult guardian is strictly prohibited. The Hotel bears no responsibility for accidents resulting from deficient supervision of minors.

3. Customers are required to take a meticulous shower before entering the water. Diving (especially head-first), running around the pool, as well as the use of glass objects (glasses, bottles) in the surrounding area are strictly prohibited.

Article 14 **(Playground Operation Rules)**

1. The playground is a recreation area without permanent supervision by Hotel staff. The use of games and facilities is done under the exclusive responsibility and supervision of parents or legal guardians.

2. The games are designed for children of specific age groups up to 14 years old. The use of the infrastructure by teenagers or adults, as well as the overloading of the equipment, is prohibited to avoid injuries or destruction of the equipment.

3. Disclaimer of Liability: The Hotel bears no civil or criminal responsibility for any injuries to minors within the playground, provided they were caused by improper use of the equipment or lack of required parental supervision.

Article 15

(Bar Operation & Prohibition of Alcohol Supply to Minors)

1. In full compliance with Greek legislation (Law 3730/2008), the sale, distribution, or serving of alcoholic beverages to any person under the age of 18 at the bar or other areas of the Hotel is strictly prohibited.
2. Bar staff have the legal right and obligation to request the presentation of an official document (ID, Passport) to verify the age before serving any alcoholic beverage, in case of doubt.
3. It is prohibited for parents or adult companions to buy alcohol from the bar for the purpose of providing it to minors in their group. In the event such behavior is detected, the Hotel reserves the right to immediately stop serving and impose sanctions based on Article 8.4.

Article 16

(Beach Operation Rules & Sunbed Use)

1. The use of sunbeds, umbrellas, and other Hotel facilities on the beach is subject to additional charges. Their use is not automatically included in the initial price of stay, unless explicitly stated in the Customer's booking package.
2. For the occupation and use of the sets (umbrella and sunbeds), the following alternative settlement methods apply:
 - a. Prepayment at Reception: The Customer can prepay the daily or total usage fee during check-in or during their stay at the Reception.
 - b. Room Charge / Immediate Payment: The charge can be made directly at the Beach Bar by charging the room number (based on the credit limits of Article 4) or with immediate use of card/cash.
3. The provision of sunbeds is based on a first-come, first-served basis. "Reserving" sunbeds by placing towels, personal items, or bags during the morning hours without the physical presence of the Customer is strictly prohibited. The Hotel staff reserves the right to remove any unaccompanied items after 30 minutes of absence, in order to serve other Customers. The Hotel bears no responsibility for any loss of items during this process.
4. Swimming in the sea is at the exclusive responsibility of the Customers. Customers must strictly comply with the indications of the safety flags. The use of glass items on the sand is prohibited to avoid injuries.

Article 17
(Prohibition of Entry to Unauthorized Areas)

1. Entry of Customers, their co-residents, or their visitors into unauthorized areas of the Hotel, which are intended exclusively for staff and management, is strictly and universally prohibited.
2. These areas include, indicatively and not limited to: kitchens and food preparation areas, warehouses, accounting offices, staff rooms, engine rooms, boiler rooms, electrical panel rooms, pool chlorination/cleaning tanks, as well as the roofs/terraces of the building.
3. These areas bear special, distinct prohibition signage (e.g., "Staff Only" / "Danger"). Violation of these areas, even if the access doors have been temporarily left open, constitutes a serious violation of these regulations.
4. The Hotel and the owner company bear absolutely no civil or criminal responsibility for any injury, physical harm, accident, electric shock, or death of a Customer caused by their illegal or arbitrary entry into an unauthorized area.
5. If the Customer causes any damage or malfunction to technical equipment, machinery, or infrastructure during their illegal entry, they are obliged to fully compensate the company based on Article 6. Simultaneously, the Hotel reserves the right to immediately terminate their stay, according to Article 8.4.

Article 18
(Room Service)

1. Room Service operates during the predetermined hours 09:30 - 21:30. For each order, an additional fixed service charge of €1.00 may apply.
2. Upon delivery of the order to the room, the Customer is required to sign the corresponding order voucher. The charge is automatically transferred to the room account and is governed by the restrictions of Article 4.
3. For reasons of food hygiene and safety, Room Service utensils and trays must be placed immediately after consumption outside the door of the room, in the corridor, and the Reception must be notified by phone for their immediate removal by the housekeeping staff. Keeping perishable food residues inside the room is prohibited.
4. All serving utensils (trays, plates, glasses, cutlery, plate covers, linens) are property of the company. Their removal or destruction from the room is prosecuted and automatically charged to the Customer's card based on the terms of Article 7.

Article 19
(Dining Policy)

1. The provision of daily breakfast (BB) is compulsorily and automatically included in all room bookings of the Hotel, without the possibility of removing or reducing the room price in case of non-

consumption. Breakfast is served exclusively in the central restaurant and within the set hours 08:00 - 10:30, while dinner is simultaneously served in the same area between 19:00 – 21:00.

2. The Hotel allows external visitors (persons not staying at the accommodation) to participate in breakfast upon payment of the corresponding fee per person (adult/child) based on the hotel's current price list. Payment is mandatory before entering the restaurant, either at the central Reception or directly at the restaurant cashier, with the issuance of the legal document.

3. The provision of Half Board (usually Breakfast and Dinner) is included in the room price only if this is explicitly stated and has been prepaid based on the selected package/type of booking of the Customer (HB Rate). Confirmation of the provision is stated on the booking voucher and checked during check-in.

4. In case the Customer's initial booking includes only Breakfast (BB), the Customer may add the Half Board service upon arrival or during their stay. This addition incurs an additional fixed charge per day and per person (adult/child), based on the Hotel's current price list, and is charged to the room account based on par. 3 of this Article.

5. Meal Content & Exceptions (Drinks/Extras):

- a. Half Board meals are served exclusively in the Hotel's central restaurant and within the set operating hours.
- b. Explicit Exception of Drinks: Breakfast does not include soft drinks, alcohol etc. Dinner service does not include any form of drinks other than the water machine provided in the restaurant. (unless otherwise specified in a special promotional package).
- c. All drink consumptions or additional dishes (A la Carte) are considered extras, recorded on a separate order voucher, signed by the Customer, and charged to the room based on the credit limits of Article 4.

6. Half Board meals are provided strictly per day of stay. In the event that the Customer does not come to the restaurant (due to an excursion, late arrival, or personal choice), they are not entitled to a refund, discount on the room, or transfer of the meal to another day or another Hotel service (e.g., room service or beach bar). An exception is the case where the visitor has prepaid for Half Board and due to their late arrival at the hotel on the first day of stay, regardless of fault, alternative solutions are provided only if they have not arrived before the end of Dinner service.

Article 20

(Photography, Videography & GDPR Personal Data Protection)

1. Taking photos and videos by Customers is allowed in the common areas of the Hotel (reception, gardens, pool, bar, beach), under the strict condition that the material is intended exclusively for personal, family, or private use (including posting on personal social media accounts).

2. When taking photos or videos, the Customer is obliged to exercise maximum care and ensure that other persons (other residents, external visitors, or members of the Hotel staff) are not included in the frame without their explicit and prior consent.

3. The arbitrary recording, storage, or disclosure of the image or voice of third parties without their permission constitutes a serious violation of the General Data Protection Regulation (GDPR - EU 2016/679) and an insult to personality (Article 57 of the Civil Code). The Customer bears exclusive civil and criminal responsibility for any claims or appeals brought against them by third parties for this reason.

4. The use of any photographic or video material taken within the accommodation for commercial, advertising, professional, or profit-making purposes, as well as the use of professional equipment (including drones), is explicitly prohibited without the written, special permission of the Company Management.

5. The Hotel staff and Management reserve the right to ask any Customer to immediately stop photography or videography if it is judged that the privacy, comfort, or safety of other residents of the accommodation is being violated.

Article 21 (Room Cleaning)

1. The Customer reserves the right to refuse the scheduled daily room cleaning service (Housekeeping), either by timely informing the Reception or by placing the special "Do Not Disturb" sign on the outside of the room door.

2. In the event that the Customer refuses cleaning during the predetermined hours of housekeeping staff passage (09:00 - 15:00), or if the "Do Not Disturb" sign remains on the door throughout said hours, the Customer loses the right to cleaning for the remainder of that specific day. The Hotel is not obliged to resend staff for room cleaning outside the scheduled hours.

3. Exceptionally, if the Customer missed the cleaning service based on par. 2 of this Article but urgently needs clean towels, toilet paper, or garbage removal, they may request it by phone from the Reception until 21:00, and these items will be delivered to the room door without performing a full cleaning. Otherwise, they may come to the reception at any time of the day.

4. The Hotel Management reserves the legal right to enter the room, even if there is a "Do Not Disturb" sign, if the room remains closed without communication with the Customer for more than 24 hours, or in cases of emergency (e.g., indication of smoke, water leak, suspicion of danger to the resident's life).

Article 22 (Operation and Use of Air Conditioning)

1. The Hotel has an autonomous air conditioning system (cooling/heating) in every room. The use of air conditioning is included in the price of stay and does not incur extra charges.

2. For safety reasons, to avoid damage to the machines, and for proper environmental management, the air conditioning system operates exclusively and only when the balcony doors and windows of the room are fully closed. The room has automatic magnetic sensors that immediately stop the operation of the air conditioner if any frame remains open.

3. Proper Use & Prohibition of Intentional Violations:

- a. The operation of air conditioning is activated by placing the magnetic card-key in the special slot (energy saver) upon the Customer's entry into the room.
- b. Use of air conditioning during hours when the Customer is absent from the room is strictly prohibited.
- c. Intentional bypassing of the system (e.g., placing other cards or objects in the slot so that the air conditioner operates during the Customer's absence) constitutes a violation of these regulations.

4. Liability for Damages: The Customer must use the remote control with care and not set the temperature to extreme values (e.g., below 21°C for cooling), as this can cause freezing of the element and permanent damage to the machine. Any damage or destruction of the air conditioning unit due to misuse or intentional violation of the safety systems will be charged directly to the Customer's card based on Article 6.

Article 23 (Transitional Provisions & Entry into Force)

1. The terms, conditions, and rules of conduct stated in this text are recommended for discussion and voting at the immediately next meeting of the Board of Directors of the company "NAKOS IOANNIS AND SON ANONYMOUS HOTEL AND TOURIST COMPANY".

2. The terms, conditions, and rules of conduct stated are placed in full and binding force for all customers, co-residents, and visitors of the Hotel from the exact moment of their official approval by a relevant decision and issuance of the Minutes of the Board of Directors.

3. It is explicitly noted that these terms do not have retroactive effect. For customers who have already checked in and arrived at the Hotel at a date/time prior to the approval of the present by the Board of Directors, the previous contractual and legal framework continues to apply until the completion of their stay and their check-out.

4. If any term, condition, or rule of conduct stated in this text comes or is judged in the future to come into conflict with a provision of mandatory law of Greek or European legislation, the law prevails automatically and these terms do not replace it. In this case, the invalidity or non-application of the specific point/term does not affect, does not touch, and does not invalidate the legal force of the remaining articles of these regulations, which remain in full force and normally bind the Customer.