

## 1. General

1.1. This internet website is the official website of “Brown Hotels” (here in after: the “Hotel”).

1.2. Any person using this website declares that he has read the contents of these Conditions and that he agrees without exception to all the instructions and conditions contained herein, and neither he nor anyone on his behalf will make any claim or demand or suit, directly and/or indirectly, against the website and/or its owners and/or its managers and/or anyone on its behalf and/or the Hotel.

1.3. Part of the website is written in the masculine form for the purpose of convenience only, but is intended for both men and women.

1.4. The website user declares that the information that appears on the website and/or any part of it is the exclusive property of the Hotel, that the Hotel owns the copyright to the information and/or any part thereof, that he undertakes to use the information on the website for his personal use only, and undertakes not to copy, photocopy, duplicate, disseminate, print or publish the information or any part of it that appears on the website, whether it be the property of the Hotel or of third parties, to any person and/or body whatsoever, without the prior and written consent of the Hotel, with the exception of personal and non-commercial use.

1.5. The website user undertakes not to make any distortion or any other alteration to the website information, nor to take any action that may damage the information’s accuracy or the credibility or status or reputation of the Hotel as owner of the information’s copyright, or of any other entity.

## 2. Risks and Responsibilities

2.1. The website user hereby declares that he is aware that the use of the website involves many risks, both because of the technology involved and because of the entities acting through the internet.

2.2. The website user is solely and wholly responsible for any use he makes and/or will make of the information.

2.3. Photographs displayed on the Hotel’s website or its partners are merely indicative. Although every effort is made to ensure that photographs, graphic images and text used to illustrate hotel provide as accurate an impression as possible of the accommodation offered, variations may occur in particular as a result of changes to furniture or possible renovations.

2.4. The information is displayed on the site “as is”, and the Hotel is not responsible for adapting the information to the requirements of the user in the event that the user is unable to make use of the information for any reason. The user will bear sole responsibility for the manner in which he makes use of the information.

2.5. The Hotel makes every effort to ensure that the information is correct and accurate as far as possible, but the information does not purport to be a complete, full or detailed analysis of all the subjects mentioned therein. The information is only general, incomplete and derivative. The Hotel will bear no responsibility for errors in the information shown on the site, whether by the Hotel or by a third parties.

2.6. The Hotel will not be responsible for any damage, discomfort, loss or expense or mental distress which may be caused to the user or his property (inter alia to the hardware and/or software of the user) or to any third party, directly or indirectly, following entry into the site and the use of its content.

2.7. The Hotel will not bear responsibility for any illegal activity by any user of the site or any other entity not under the Hotel's control.

2.8. For hyperlinks that may link to sites other than the Hotel's website, the Hotel accept no responsibility for the content of these websites or the services offered on them.

### 3. Reserving Accommodation

#### 3.1. General

3.1.1. The user is authorized to use this site solely for the purpose of ordering and purchasing services and/or receiving information. This site may not be used for any other purposes.

3.1.2. Reservations are made:

a). From the official website of Brown Hotels

b). Via direct e-mail to the Reservations Department at [reservations.greece@brownhotels.com](mailto:reservations.greece@brownhotels.com)

3.1.3. Any person reserving a room through this site, is required to provide his personal details, including his I.D. or passport number and his credit card number, and details of all the other guests in his party. Accommodation will not be provided to guests under 18 years old that are not accompanied by an adult.

3.1.4. Every reservation is subject to confirmation by e-mail – such confirmation must include the details of the reservation and the reservation number. A reservation which has not been so confirmed will be deemed to be a reservation which has not been made.

#### 3.2. Details of the purchaser of services

3.2.1. At the time of purchasing services through the site and the making of a reservation as set out below, the user will be required to provide his personal details through the system.

3.2.2. The owners of the site and/or any of its operators and/or its managers and/or anyone on their behalf are not responsible for any error made by the user when typing in details of the purchase, including an error in the choice of a holiday package, date, number of rooms, and any other service which may be ordered by the user through the site, nor are they responsible in any way directly or indirectly in the event that the details of the purchase are not recorded in the system and/or for any technical and/or other problem which prevents the purchaser from purchasing services through this site.

3.2.3. The provision of false details of the purchaser is a criminal offense and legal proceedings will be taken against the provider of such false details, including claims for damages in respect of the damage which may be caused to the Hotel and/or the site and/or its operators and/or any of its owners and/or any of its managers and/or anyone on their behalf.

3.2.4. The user declares that he is aware that on providing the details of the purchase he will be included in the data bank of the Hotel. The Hotel will be entitled to use the details of the purchase for the purpose of improving the services it offers to the user of the site and for making contact with the user through ordinary mail, electronic mail and any other method of communication and for adapting the site to the personal requirements and preferences of the Hotel.

### 3.3 Method of reservation

3.3.1. The user will provide the details of the reservation, through the website.

3.3.2. Payment and modifications or cancellations follow the policy as stated at the time of the booking and on the reservation confirmation received by the hotel.

3.3.3. Changes to reservations can be made directly with the hotel if reservation has been made directly with Reservations Department. In case of online reservations, modifications and cancellations (according to conditions of sale) should be made online only.

3.3.4. Unless expressly stated otherwise, customers must vacate their room before by 12:00PM local time on the departure date as stated on the reservation confirmation. Failing this, an additional night will be charged. Moreover, in case of a no show, full stay cancellation fees shall apply. In case of an early departure, full stay cancellation fees shall apply.

3.3.5. Reservations are personal and can in no case be transferred to a third party.

3.3.6. On the Website, customers can reserve in the same date, as individuals and for their own personal requirements, a maximum of 9 rooms per reservation. For booking above 10 rooms, the Hotel reserves the right to apply group payment and cancellation policy.

3.3.7. All bookings, wherever they are made, are payable in the hotel's currency Euro (€).

3.3.8. Right of Refusal: The Hotel reserves the right to request from a guest to leave the Hotel, if the guest is behaving in an unacceptable manner, affecting other guests and Hotel staff. Also, the Hotel reserves the right to refuse any guest entry and/or accommodation if he/she is recognized by authorized Hotel personnel to be behaving in a threatening, abusive or otherwise unacceptable manner.

### 4. Conditions and Limitations

4.1. The prices on the site are in EURO (€).

4.2 Rates on this website are inclusive of VAT (13%) and Municipality Tax (0,50%). The tourism fee (or accommodation tax) of 3€ per room per night is not included in the rates and must be paid in full by the guest upon check-in.

4.3. The Hotel is authorized to change at any time the conditions of reservation of the rooms and the prices of the packages.

4.4. The Hotel is authorized to change the rules of the site from time to time without giving advance notice to the user. The Hotel will publish on the site the new rules and they will take effect from the time of publication.

4.5. The Hotel is authorized to close the site, and to change, from time to time, its structure, content, appearance, the scope and availability of the services and contents given on the site, and any other aspect relating to the site and its operation, all without giving advance notice thereof to the user. The user declares that he will have no complaint and/or claim and/or demand against the Hotel in this connection.

4.6. The number of rooms in the Hotel is limited and the carrying out of a reservation of a room is based on availability.

4.8. Check-In and Check-Out of Rooms

4.9.1. Check-In: 14:00PM local time

4.9.2. Check-Out: by 12:00PM local time

4.9.3. Check-in or check-out before/after these hours is subject to the advance agreement of the management of the Hotel and subject to additional payment.

4.10. Babies and Children:

4.10.1. Definitions:

“Baby” – up to the age of 2 years.

“Child” – up to the age of 12 years.

4.11. Children and young people under the age of 18 may stay at the Hotel only if accompanied by an adult of at least 21 years of age.

4.12. These Conditions are governed by the laws of the Hellenic Republic and all disputes shall be referred to the non-exclusive jurisdiction of the Courts of the said Republic

4.13. The user is aware that the use of the Hotel’s website by its nature is subject to technical breakdowns/problems.

6. Various Provisions

6.1. Pet animals of no more than 9 Kilos (with the exception of guide dogs for disabled people) may be brought into the Hotel or its various facilities. The owner is required to sign a "Pet Waiver Form" prior to his arrival date.

6.2. No additional guests may be invited above the number stated in the reservation, without the advance consent of the Hotel. Bringing guests into the Hotel areas, whether overnight or whether without staying overnight, is subject to additional payment.

6.3. No equipment may be taken from the guest rooms.

6.4. No smoking is allowed in the Hotel except in the designated areas.

6.5. The user undertakes to leave the room undamaged after use.

7. Preservation of the Hotel

7.1. The user undertakes in his name and in the name of all the other guests accompanying him, to preserve the Hotel and its facilities and not to cause any damage intentionally and/or by negligence to the Hotel and its facilities, including all the equipment therein.

7.2. The user confirms that in the event of any damage, his above-mentioned credit card may be charged for the full amount of the damage.