



The Vasilicos
Caldera Heritage Suites
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PAYMENT AND CANCELLATION POLICY

1. Booking and Paying for the property

The above rates are quoted in Euro, per Suite, per night for two guests and include The Vasilicos Breakfast with complimentary room service, all taxes and service fees.

Payment methods: VISA, MASTERCARD, AMERICAN EXPRESS, BANK TRANSFER

Individual suite reservations

Standard policy:

Upon reservation, the hotel will charge a 30% booking deposit, refundable according to the terms of our cancellation policy. The remaining balance is charged 7 days prior to arrival.

Early booking rates and other offers: 10% discount. An "Early booking" is one booked and paid for at least 90 days prior to the arrival date. The full rate is due at the time of booking.

Villa reservations (4 nights minimum)

A non-refundable down payment of 50% is due upon confirmation, with the remaining 50% due 1 month prior to arrival.

Events and location fees

A 30% non-refundable booking fee is due upon booking, with the remainder due one month before the event.

2. Check-in & check-out times

Check-in 15.00 check-out 12.00

As much flexibility as possible will be shown to clients arriving earlier than check-in time.

3. Cancellation by the Client

Individual suite reservations

Standard rate reservations:

For any cancellations received 30 days or less prior to the arrival date, the hotel will retain a cancellation fee of 30% of the total reservation cost. Cancellations occurring within 7 days of the arrival date, no-shows, or early departures will be charged in full.

Special offer reservations:

No reimbursement, no changes permitted

Villa reservations: the booking fee is non-refundable. For cancellations occurring one month or less prior to the arrival date there are no refunds, but every effort will be made to offer alternative dates.

Event reservations: no reimbursement of the booking fee. For cancellations received one month or less before the event, the hotel will retain the full amount of the location fee.

4. Children

Children under 5 years old are welcome to stay free of charge.

Please note that due to the unique location and architecture, the hotel features steps, high drops and unguarded pools, and parents are therefore advised to supervise their children at all times.