

Terms and Conditions NG-TC-2026-07-V2.0

Parties and Scope

These Terms and Conditions apply to all reservations for accommodations promoted and managed under the Naxos Gems brand.

For the purpose of these Terms and Conditions:

(a) “Naxos Gems”, “we”, “us” and “our” means Marco Schellong (founder/owner), a company organized under the laws of Greece, with registered address at Mikri Vigla, 84302 Naxos, Greece, VAT number 175703876, acting as booking agent and property manager on behalf of the property owner(s).

(b) “Guest”, “you” and “your” means the person who makes the reservation and all persons staying at the property under that reservation.

(c) “Property” means the accommodation booked by the Guest, as described in the reservation confirmation and/or the listing.

(d) “Owner” means the legal owner of the Property.

The reservation contract for the stay is concluded between the Guest and the Owner. Naxos Gems acts on behalf of the Owner for the purposes of marketing, reservations, guest communication, payment administration, and on-site coordination, unless expressly stated otherwise in writing.

Contract Formation and Scope of Services

A reservation constitutes an offer by the Guest to enter into a rental agreement for the selected Property under these Terms and Conditions.

The reservation contract is concluded and becomes legally binding only upon written confirmation by Naxos Gems and, where applicable, upon receipt of the required deposit or full payment, as specified in the reservation confirmation.

The accommodation services provided are limited to the temporary rental of the Property for the agreed rental period. Unless expressly stated otherwise in writing, additional services such as daily cleaning, mid-stay linen changes, transportation, concierge services, or other ancillary services are not included in the rental price and may be offered separately.

The following documents form an integral part of the reservation contract:

- (a) these Terms and Conditions;
- (b) the reservation confirmation issued by Naxos Gems;
- (c) the property description and house rules provided in the listing or booking documentation;
- (d) any written agreement or correspondence expressly confirmed by Naxos Gems.

In the event of any inconsistency between these documents, the order of precedence shall be as listed above.

Acceptance of Terms and Conditions

These Terms and Conditions apply to all reservations made through the Naxos Gems website as well as to all reservations made by Naxos Gems on behalf of the Guest, including administrative or manual bookings.

By completing a reservation on the website and actively confirming acceptance of these Terms and Conditions, the Guest enters into a binding agreement subject to these Terms.

For reservations made outside the website, including administrative bookings, the reservation becomes binding once the Guest provides written confirmation or proceeds with the payment of a deposit or the full rental amount, after having been given access to these Terms and Conditions.

By paying the deposit or the full rental amount, the Guest confirms that they have read, understood, and accepted these Terms and Conditions as made available prior to payment.

Terms of Booking & Booking Deposit

By placing a booking with us (the property owner / his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

Eligibility and Occupancy

To place a booking with us, the lead guest must be at least 24 years of age. The maximum number of guests permitted to stay at the Property is defined in the occupancy details provided on the website and in the reservation confirmation. This number must not be exceeded at any time during the stay.

Additional guests are only permitted if the maximum occupancy of the Property is not exceeded and such guests have been registered with Naxos Gems prior to check-in.

Booking Responsibility

Where the person making the booking is different from the lead guest occupying the Property, the person making the booking may be held responsible for cancellation, non-arrival, and any damages, as set out in these Terms and Conditions.

Only the lead guest and the guests named in the reservation are permitted to use the Property and its facilities. Access by third-party visitors is only allowed with the prior express permission of Naxos Gems.

Additional guests are only permitted if the maximum occupancy of the Property is not exceeded and such guests have been registered with Naxos Gems prior to check-in.

Payments

Payments may be made online by credit card, by digital bank transfer, or by cash deposit. Any charges incurred by Naxos Gems as a result of dishonored bank transfers or other failed payments must be reimbursed by the lead guest within seven (7) days of a written request.

Quiet Hours and Conduct

All guests agree to respect the privacy and peace of other guests, neighbors, and property owners at all times.

Guests must comply with the legally prescribed quiet hours in Greece (Law 1652/1986, Presidential Decree 455/1976), which are from 15:00 to 17:30 and from 23:00 to 07:00.

Naxos Gems reserves the right to cancel a reservation with immediate effect if guests fail to comply with these quiet hours or otherwise cause disturbance or nuisance to other guests, neighbours, or owners.

Check In & Check Out

Guests must check-in and check-out by the times stated below;

>> Check-in by: 16:00pm and before 22:00pm on day of arrival

>> Check-out by: 10:00am on day of departure

In case of deviations from the above check-in and check-out times, the lead guest must inform Naxos Gems at least five days in advance. Naxos Gems may charge a fee for different check-in and check-out times.

Cancellation, Returned Deposit & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

>> Cancellation made 60 days or more in advance of arrival date = Full deposit*/payment refund*. A cancellation fee of 3% will be charged

>> Cancellation made 30 days or more of arrival date = 50% of deposit/payment refund

>> Cancellation made 30 days or less of arrival date = No refund issued, full amount of booking due

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

Use of the Property and Guest Obligations

The Property may only be occupied by the number of guests stated in the reservation confirmation. Day visitors, additional overnight guests, parties, events, or gatherings are not permitted without prior written approval from Naxos Gems.

The Guest agrees to use the Property and all its facilities with care and in a responsible manner. The Property may not be used for any illegal, commercial, or disruptive activities.

Quiet hours must be observed in accordance with local regulations and community rules. Any disturbance, nuisance, or violation of house rules may result in immediate termination of the stay without refund.

Smoking is only permitted in designated outdoor areas, if allowed for the specific Property. Pets are only permitted if expressly agreed in writing prior to arrival.

The Guest is responsible for any loss or damage to the Property, its furnishings, equipment, or keys caused by the Guest or any person accompanying the Guest. Any damage must be reported to Naxos Gems without delay.

Failure to comply with these rules may result in additional charges, forfeiture of the security deposit, or termination of the reservation.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the tenant, otherwise collection can be arranged.

Security deposit

A security deposit of 500€ has to be paid in cash at check-in, and it will be returned to the tenant at check-out, provided that there is no damage or loss to the rental property and all the terms of the rental agreement have been adhered to. Any deductions that may be made from the security deposit will be clearly communicated to the tenant.

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is only allowed in designated outdoor areas as sign posted throughout the accommodation grounds and is in accordance with the Health Act 2006.

Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs (proof required).

Parking

Where on-site parking is provided, guests acknowledge and accept that vehicles are parked entirely at their own risk. Naxos Gems shall not be held liable for any loss of, or damage to, vehicles or their contents, whether caused by third parties, natural events, or by any features, structures, or mechanisms of the property, including but not limited to gates, doors, driveways, or parking facilities.

Limitation of Liability

To the fullest extent permitted by applicable law, neither Naxos Gems nor the Owner shall be liable for any indirect, incidental, consequential, or special damages, including but not limited to loss of profit, loss of enjoyment, or loss of business, arising out of or in connection with the reservation or the stay at the Property.

Naxos Gems and the Owner shall not be liable for any injury, loss, damage, or accident to persons or property occurring at the Property or its surroundings, unless such damage is caused by gross negligence or willful misconduct.

The Guest acknowledges that the use of the Property, including but not limited to swimming pools, outdoor areas, stairs, terraces, and any provided equipment, is at the Guest's own risk.

Guests are responsible for ensuring appropriate supervision of children and other vulnerable persons at all times.

Nothing in these Terms and Conditions shall exclude or limit liability where such exclusion or limitation is prohibited by mandatory law.

Governing Law and Jurisdiction

These Terms and Conditions and any reservation, agreement, or dispute arising out of or in connection with a stay at the Property shall be governed by and construed in accordance with the laws of Greece.

Any dispute, claim, or legal proceeding arising out of or in connection with these Terms and Conditions or the reservation shall be subject to the exclusive jurisdiction of the competent courts of Greece, unless mandatory consumer protection laws provide otherwise.

Your Personal Details & Privacy

In order to process and administer your booking, we collect and store certain personal information, including your name, contact details and, where required, identification details.

Under Greek law, short-term accommodation stays must be declared to the Independent Authority for Public Revenue (AADE), the Greek public authority responsible for tax and revenue administration.

For this purpose, we are required to obtain and submit certain details relating to the principal guest or tenant. For guests who are not Greek tax residents, these details may include the guest's full name and passport or national identity card number.

By making a booking and accepting these Terms and Conditions, you acknowledge this legal requirement and agree to provide us with complete and accurate identification details when requested. Failure to provide the required information may prevent us from completing the legally required declaration and may result in the booking being refused or cancelled.

The collection, processing, storage and disclosure of your personal data will be limited to what is necessary for the administration of your booking, compliance with our legal and regulatory obligations and the establishment or defense of legal claims. Where legally required, relevant information may be disclosed to AADE or other competent public authorities.

Further information about how we collect, use, retain and protect your personal data is set out in our Privacy Policy, which you can read [here](#).

You accept that any entry you make in an on-site guest book, where available, must not contain personal information relating to you or any other person that you would not wish to be publicly disclosed. Entries containing personal data may be removed and destroyed.

Our Right To Cancellation

We reserve the right to refuse or cancel a booking if the guest fails to provide information that we are legally required to collect or submit, or if these Terms and Conditions are otherwise materially breached. Any refund will be determined in accordance with the circumstances, applicable law and the cancellation provisions contained in these Terms and Conditions.

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