

## COVID-19 ANNOUNCEMENT

### SPECIAL TERMS AND CONDITIONS FOR THE AFFECTED BOOKINGS.

#### Term 1. Definitions.

- 1.1. **“Credit Voucher”**: is the credit note described in Term 2.3, that we are entitled to issue on your behalf, according to Term 2.2.
- 1.2. **“Initial Reservation”**: is your reservation to our accommodation, which is affected (or may be affected) due to the Coronavirus pandemic.
- 1.3. **“New Reservation”**: is your reservation to our accommodation, after the prompt activation of your Credit Voucher.
- 1.4. **“Remaining Amount”**: is the amount corresponding to the difference between the Credit Voucher value and the New Reservation value.
- 1.5. **“Special Policy”**: is the policy we apply due to the Coronavirus pandemic, as described in these Special Terms.
- 1.6. **“Special Terms”**: are these *“Special Terms and Conditions for the Affected Bookings”* that include our Special Policy.
- 1.7. **“You”**: is you, our guest in White Pearl Villas, and the beneficiary of the Credit Voucher, according to Terms 2 and 3 of these Special Terms.

#### Term 2. Reservations with check-in date until April 30, 2020.

- 2.1. If your scheduled **check-in is until April 30, 2020**, then your reservation is considered canceled. For this clause, *“Cancellation Date”* is the date on which you applied to cancel your Initial Reservation. In case you have not submitted such a request, it is the date of your scheduled check-in at our accommodation.
- 2.2. We reserve the right not to reimburse you the total value you paid for your Initial Reservation, according to the Act of Legislative Content of the President of the Hellenic Republic (Government Gazette, Issue A, No 83/13.04.2020). Instead, we shall issue and send you a Credit Voucher via e-mail within thirty (30) days of the Cancellation Date.
- 2.3. This Credit Voucher:
  - is strictly personal and may only be used by you (i.e. the person that made the Initial Reservation),
  - shall be valid for eighteen (18) months after its issuance,
  - its value shall be equal to the amount you paid for your Initial Reservation and
  - can be used for accommodation (and other related ancillary services) in White Pearl Villas, as part of your New Reservation.
- 2.4. To activate your Credit Voucher, you have to:
  - (a) proceed to a New Reservation at White Pearl Villas,
  - (b) contact the Reservation Department immediately afterward, in the information provided above, indicating your Credit Voucher Number, and
  - (c) deliver the Credit Voucher during the check-in process at White Pearl Villas.
- 2.5. Kindly note that:
  - Your New Reservation shall be under the same payment and cancellation policy as your Initial Reservation.

- If the New Reservation total value is less than your Credit Voucher value, you may choose; (a) to either receive a new Credit Voucher for the Remaining Amount, with a duration to be agreed between us or (b) to be reimbursed at the Remaining Amount, within fourteen (14) days after its expiration (or within a reasonable period, in case an event beyond our control occurs).
- If the New Reservation total value exceeds your Credit Voucher value, you shall pay off the Remaining Amount to us, according to our General Terms and Conditions.
- If you don't activate your Credit Voucher in time, we shall refund you the Credit Voucher value, within fourteen (14) days after its expiration (or within a reasonable period, in case an event beyond our control occurs).

**Term 3. Reservations with check-in date from May 1 until June 14, 2020.**

- 3.1.** If your scheduled **check – in is from May 1 to June 14, 2020**, you are also able to postpone your trip and ask for a Credit Voucher.
- 3.2.** If you wish to receive a Credit Voucher, you ought to inform us *promptly*. For this clause, "promptly" means that you have to notify us via e-mail until May 30 that you wish to cancel your Initial Reservation and get a Credit Voucher. Otherwise, our General Terms and Conditions shall apply.
- 3.3.** We shall issue and send you the Credit Voucher within thirty (30) days after your notification mentioned in Term 3.2. Regarding the Credit Voucher, Terms 2.3., 2.4. and 2.5. shall apply.
- 3.4.** Notwithstanding the above, in case your Initial Reservation is canceled for any reason, we reserve the right to issue a Credit Voucher on your behalf, in compliance with the applicable law, and Terms 2.3., 2.4. and 2.5. shall apply.

**Term 4. Reservations with check-in date after June 14, 2020.**

If your scheduled **check–in is after June 14, 2020**, you continue to be subject to our General Terms and Conditions. However, if the emergency measures extend, we will expand our Special Policy accordingly.

**Term 5. Duration of these Special Terms.**

These Special Terms describe our Special Policy during the Coronavirus pandemic. Therefore, they shall remain in force, as long as the extraordinary measures last in Greece and, in any case, until 14.06.2020. However, if any circumstance compels us to extend or modify these Special Terms, we will review them immediately and amend them accordingly. Please don't forget to visit our site, or contact us at any time, to be informed of our current Special Policy.

**Term 6. Conflict and Contradiction.**

In case of a conflict between our General Terms and Conditions and these Special Terms, the latter shall prevail. Subject to the above, our General Terms and Conditions shall remain in force.