

General Information

Please read these notes in conjunction with our Booking Conditions. Information contained in this brochure may alter after publication so please check with us, and refer to our website, for any changes prior to booking.

A Few Facts of Life

We believe the information in this brochure is true and correct. It is essential you read our descriptions carefully to avoid making a wrong choice. Descriptions in our brochure provide an overview of the property. Full descriptions can be found on our website www.sunvil.co.uk. If you're unsure of anything please ask to speak to someone who has been to the area you wish to visit. Our advice is honest – we would rather lose you than allow you to visit a resort unsuited to your needs.

Having said that, seasons change and so do resorts. What is quiet in May can be crowded in August. Tourist facilities depend on the weather and/or demand. Our descriptions are based on a typical June day. Please bear this in mind as it is impossible to qualify every statement on every page.

If you visit a Mediterranean country please accept the local way of life which, due to the climate, can be very different to ours. Buses run early in the morning and restaurants, bars and clubs are noisier, open-air and open later than their British equivalents. Plumbing is rarely perfect, hot water not always available and water itself is a scarce resource (localised water shortages are common, particularly in high season when demand is at its maximum). Rural roads are largely poorly lit, often have no pavement and are sometimes unmade. Many areas are growing resorts and building work may be going on in the vicinity of your accommodation. We are not trying to dissuade you from travelling but just pointing out that you must take the rough with the smooth when you visit any foreign country.

Despite the above, we are certain that you will have the holiday of a lifetime, but if you do experience some niggles please have patience and understanding.

Accommodation Only

Most properties are available on an "accommodation only" basis - please ask for a price quote. Please note the price will not include car hire, 'meet and greet' at the airport or port, or transfers unless specified on the Confirmation Invoice. Rates will include an amount for our local costs e.g. local agent handling fee, a welcome pack of provisions, rep costs etc.

Airport Hotels & Car Parking

Please refer to 'Travel Extras' on our website (<https://www.sunvil.co.uk/about-sunvil-travel-extras>) for details of hotels and car parking at each UK airport.

Beaches

Even if a property is directly above its 'own' beach and there is no alternative access, the public usually have the right to pass through the grounds to use the beach. Popular beaches often suffer from sunbed blight in the summer months and may have a beach bar or club with music. Beaches are described 'as seen' by ourselves which is often more than one year before your holiday takes place. Weather conditions, winter storms, currents etc. can lead to changes – sand for pebble and vice versa.

Building Works

A fact of life in any developing tourist country is new building works. Although we do try to contract properties which seem less likely to have a building going up alongside them, we have no way of knowing in advance when or where this will happen, nor for how long it will last.

Building work can start at very short notice and we fully appreciate the nuisance and inconvenience this can cause. We will always try to offer alternative accommodation but this is not always possible, especially in the peak season. Please note that half-finished building shells are a common sight and the presence of one close to your accommodation does not mean it is an active building site. These shells can be there for years, unfinished normally due

to financial or legal reasons.

Children and Infants

If sharing the same accommodation as adults, children increase the party size so the cost per person reduces - this reduction is split between all members of the party.

Infants

Infants under 2 years of age on the date of return travel are charged a flat rate of £50 plus any airline charges. Some accommodation may make a small daily cot/linen charge which is payable locally. Cots, high chairs and child seats for cars should be requested - please note that these items may not meet British Safety Standards. All food is payable locally. Infants do not qualify for a seat on the aircraft nor any luggage allowance.

Transfers

Child seats are not provided by our transfer coach and taxi operators. If this is a concern please bring your own with you. Child seats are carried in the hold of the aircraft.

Unaccompanied Children

Most airlines we use do not allow children under the age of 16 to fly unaccompanied. Please check with us at the time of booking.

External Websites

Sunvil has no control over the content of external websites, even if mentioned in this brochure, and can accept no liability for any statements, descriptions or photographs seen on any other website other than www.sunvil.co.uk.

Extra Accommodation

If accommodation is requested and booked extra to our normal allocation (due to our contracted rooms being full) the room description may differ from that in the brochure (e.g. if we state 'our' rooms are top floor it may be that the extra room will be not be top floor as it is not a room we normally use). Facilities, views, furnishings or equipment in the room may also differ from those described - we would ask you to please request any missing items you may require from our local representative or the property.

Extra Beds

Nearly all hotels and self catering accommodation can take an 'extra' bed. This is usually folding or convertible and may make the accommodation cramped. There may also be a lack of wardrobe space and privacy. We would recommend their use for young children only. It is quite legal for an extra bed to be placed in a twin room or studio/event though the sign behind the door may state the room is for 2 persons.

Facilities and Low Season

Beach and sports facilities are payable locally.

Centralised air-conditioning is at the discretion of the management and may not operate all day every day, outside the peak season or if the temperature drops below a certain level.

Sunbeds and umbrellas are commonly charged for on the beach (although not around the swimming pool) as this is a concession granted on a commercial basis by the council. In the low season (generally April, May and late September onwards) not all advertised hotel facilities may be available, particularly open-air facilities, pool bars/snack bars, open-air restaurants, water sports and a full excursion programme. **If you feel a particular facility is vital to your holiday, please ask us to check if it will be available when you wish to travel.**

At the beginning and end of the season (normally May and mid-September onwards) the smaller islands, villages and resort areas can be very quiet with only a few tavernas open. Mini-markets may also be closed in these off season periods, depending on demand. If you would like more choice we would recommend you rent a car or book into a larger resort area at this time of year.

The provision of telephone lines, broadband

Internet connections and WiFi do not form part of this contract and we cannot accept a booking conditional on their use as these facilities rely on local networks. No compensation is payable if the service is not working and is awaiting repair.

Other facilities, fixtures and fittings including, but not limited to, dishwasher, washing machine, swimming pool, lighting and air-conditioning units may require servicing or repair. We cannot be held responsible for loss of use while repair is being undertaken, which can take some time in the smaller resort areas and islands.

FCDO Travel Advice

We've partnered with the Foreign, Commonwealth and Development Office Travel Aware campaign to help provide top tips and advice for planning for your trip abroad. It's important to do some research before you travel to learn about any necessary visas and vaccinations required for entry to your destination, understand any unusual laws and customs and to be aware of the latest travel advice for the region. Please visit <https://travelaware.campaign.gov.uk> for more information on what to prepare for your trip overseas. You can also sign up for email alerts and follow @FCDOtravel on X (formerly Twitter) for alerts whilst you are away.

Ferries

Nearly all our holidays include transfers and these may include sea crossings. Please note that full ferry schedules may not have been published when your holiday is booked, in which case we base our transfer arrangements on last year's and our experience. If there is subsequently no same-day connection we will add overnight hotel(s) and additional transfers where required - we do not consider this to be a major change to your holiday. Even once published, ferry schedules are subject to change and can be affected by weather conditions, delays and mechanical problems. In this event we shall amend your itinerary on the spot at no extra cost.

Flight Delays and Missed Connections

Should a flight delay mean a missed ferry or domestic flight connection in Greece we will arrange overnight accommodation, usually in a BB hotel (please note the category of this hotel may not match that of the hotel you have booked). We will transfer you the next day to the port/airport for your new connecting ferry/flight and rearrange transfers accordingly on all islands.

We regret that no refund is possible for unused accommodation in these circumstances. If your flight back to the UK is delayed we can take no responsibility for any additional costs incurred for your onward transportation - please book flexible tickets that allow changes.

Accommodation

Designed for a summer outdoor lifestyle, most holiday accommodation in the Mediterranean is more basic than that elsewhere. Although our online, individual property descriptions should give you all the information you need, you should expect the following minimal standards from standard Greek holiday accommodation.

Furnishings. Simple pine furnishings, tiled floors and whitewashed walls (usually bare!). Plastic table and chairs for sitting outside on the balcony or patio.

Bathrooms. Compact and tiled, with hand-held shower, wc and washbasin. Where a room has both bath and shower, the shower will be an attachment (usually hand-held). Not all showers have a cabinet. Water on the floor will quickly dry. Lavatory paper, tampons, cotton wool etc. should not be put in the toilet as the Greek drainage system cannot cope - instead put in the pedal bin or basket provided which will be emptied on a regular basis.

Water. Solar power is commonly used to heat water. Therefore hot water supplies can be erratic, particularly early or late in the day or when cloudy. Greeks consider anything from

tepid upwards as hot. As in most of the Mediterranean, water is in short supply and should be used sparingly. In some areas, particularly during the peak summer months, pressure can drop or supplies cut off at certain times of the day for conservation purposes.

Air Conditioning. A/C usually also doubles as heating in the early and late season. Where there is a local charge, this is payable in cash.

Electricity. Voltage is 220. Continental adaptors will be required. Greek electricity supplies can be temperamental and tripped fuses/power cuts are not uncommon.

Hotels

Official Grading. We think that in many cases description and pricing is a better guide than the official category - e.g. the newer 2 star hotels are often of a better standard than the older 3 star ones. Whatever the category, you should expect comfort rather than luxury. Small hotels are usually family-run - what they may lack in facilities they often make up for in atmosphere.

Double Rooms. A generic term used by hotels to describe a room for two persons - a double bed or twin beds are not guaranteed unless the description specifically states the rooms are all 'double-bedded' or 'twin-bedded' or a special request has been made and confirmed in writing.

Single rooms. Often smaller and without much of a view. In the low season you may well have a double for sole use. A twin/double for single use can be guaranteed for a supplement.

Meals. Most hotels offer a buffet style breakfast, normally Continental. Half Board is generally accepted to mean breakfast and evening meal - some hotels will provide lunch instead of dinner if notice is given. We find local tavernas often offer more choice at a reasonable cost.

Internet and WiFi

Most accommodation has WiFi and this will be mentioned in the description. Please note, connections are generally sufficient for checking email and light web browsing, not for streaming video content. However, slow WiFi and outages are common, especially during the high season due to demand. Please note that we cannot guarantee WiFi availability as this is dependent on local ISPs, technical issues etc. and this facility does not form part of our contract with you. If an accommodation is described as having WiFi, this does not necessarily mean it will be available inside the rooms - it may be available on the balcony or certain public areas only.

Local Representation

We employ our own company representatives in some of our featured resort areas - as specified on our website. Please check at the time of booking if you would like a representative close at hand. In Athens and in areas/islands where we have smaller numbers, we use the services of local agents. Wherever you are, our agent or representative can always be contacted by telephone.

It is essential that any difficulties you experience are reported to our representative or nearest local agent at the time of occurrence so that we are given the opportunity to resolve things locally.

Maps and Resort Guides

Please note that maps in this brochure are for guidance only and not to scale. Should you require more information please contact us.

Mobile Telephones

There is generally good network coverage and in most of our resort areas you should be able to get a signal if you are using a Roaming facility.

Noise, Villages and Rural Locations

Rural resort villages can be just as noisy as towns - a dog barking or cockerel crowing through the night can disturb as much as passing traffic. Mopeds and motorcycles never seem to have silencers. Village life starts early and finishes late -

the quietest time is usually siesta between 2pm and 5 pm. Noise can be bad even in 'quiet' areas during the peak weeks from mid-July to end-August, reaching its height over the major holiday weekend of 15th August. High season nightclubs spring up in even the smallest places; beach clubs open and beach parties organised; tavernas and bars play music late into the night; and traffic is heavy everywhere.

During this period there is nowhere we would guarantee peace and quiet! Centrally located properties, particularly those close to a harbour or waterfront, will inevitably have a higher noise ratio – even if it's just people strolling at night or sitting in cafés. If you are particularly noise-sensitive we recommend you try to avoid the peak season and properties on or near a road, taverna or harbour. Please ask our advice – it may be better that you are a little further from the beach or slightly up a hill. Please note that when we say 'quiet' in a description it means that there is normally little or no traffic noise, and no club or noisy taverna near enough to disturb. It does not mean that you will not hear the natural sounds of the country e.g. roosters, dogs etc.

Much of our accommodation is in a rural location so a visit from the native wildlife (most commonly ants, lizards, field mice and tree rats) should not come as a surprise. If any of your party are squeamish about such things, please check with us as to the suitability of your accommodation before you book.

Passports, Currency, Pregnancy and Health

The following information was correct at the time of going to press. It is advisable to check before departure as to whether any changes have taken place.

Passports and Visas. Please check the validity of your passport prior to/at the time of booking - <https://www.gov.uk/foreign-travel-advice>. All children (including babies) do need to hold their own passport. Non-UK or EU nationals should inform us when booking and check with the relevant Consulate as to whether a visa is required. If a visa is required for return entry into the UK, this is your responsibility.

Health and GHIC. For the latest government health advice please see the website <https://www.gov.uk/foreign-travel-advice>. We recommend the free Global Health Insurance Card (GHIC) in addition to travel insurance – to apply please go to <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>. Should you be on medication take adequate supplies with you and carry them in hand luggage only. All our islands and resort areas have doctors and chemists.

Currency. If you are staying in a more remote area or a small village an ATM may not be close to hand. Card payments are, however, now accepted nearly everywhere but should not be relied on 100% in case of technical problems.

Pregnancy. If you are more than 28 weeks pregnant on the date of return travel most airlines require a medical certificate of fitness to fly. If you are more than 32 weeks pregnant you will not normally be allowed to travel.

Diving. Do not fly within 24 hours of diving.

Payment & Ticket Despatch

The balance of your holiday cost is due 10 weeks before departure. Payments can be made by bank transfer (bank details provided on the Confirmation Invoice), online via our secure website and over the telephone. We accept Mastercard and Visa. Tickets are sent electronically or by mail about 10 days before departure.

Photography

The photographs in this brochure have been taken to show a property or resort area to its best advantage. Wide angle lenses are used for most room interiors, building exteriors and some beach/scenic shots. Most are taken off-peak so in high season the beaches will generally be busier than shown. When an interior or a view is shown, this is an indication only as not all rooms or views may be the same. Interior fixtures, fittings and furnishings may also vary from room to room, or the owner may have decided to change a certain piece of furniture or décor since the picture was taken. Exterior shots can also change. As we cannot re-photograph all properties, views etc. every year, inevitably trees, bushes and shrubs can appear where previously there were none, or it was only a baby not shown in the photograph. Greenery can grow fast in Greece and this can affect views etc.

Privacy

Where it is stated that a room, apartment or house has a private balcony, terrace, patio or garden, it means that the facility is exclusively for the use of those staying in that particular unit of accommodation. It does not necessarily mean that you cannot be seen from the road or a neighbouring balcony, building etc.

Reduced Mobility and Special Needs

Special assistance is available to passengers who may need help to travel such as the elderly, people with a physical disability, such as wheelchair users, and those who have difficulty with social interaction and communication, such as those with autism or dementia.

Help is available from the moment you arrive at an airport and can cover:

- Your journey through your departure airport
- Boarding the aircraft and during the flight
- Disembarking the aircraft
- Travelling through your destination airport.

Overseas, unfortunately, not all our accommodation is suitable for guests with reduced mobility (see also Walking Difficulties, this section). Our local knowledge enables us to answer any questions you may have regarding our properties and to advise their suitability for people with health conditions or impairments.

Passengers requiring special assistance through the airports should give us at least 72 hours' notice of the help they require so that we can pass this to the relevant airline.

Resort Descriptions

Resort descriptions and facilities (in this brochure: more detailed descriptions are available on our website - www.sunvil.co.uk) are based on those operating in the previous year and may change. An excursion which operated last year may not run this year, a restaurant or shop may decide not to open, and a local bus or boat service may change its schedule or be withdrawn. Beaches can change their character due to winter storms as sand washes away or is brought in. As stated elsewhere our descriptions are based on a typical June day - resort villages and beaches will be busier in August and quieter in May. See also 'Facilities and Low Season'.

Safety Standards and Regulations

The safety standards and regulations in operation overseas are those of the country in question and may not reach the same levels as those we enjoy in the UK. The monitoring, enforcement and compliance with these local regulations is a matter for the authorities of that country and the foreign supplier of the services concerned. The general standard of safety is lower than in the UK. Liability insurance requirements vary considerably from country to country, as does the responsibility placed on an organisation by local law. Please therefore take all precautions to protect yourself and your family whilst on holiday. In particular, you should familiarise yourself with hotel fire escape routes and always be aware of hidden dangers involving swimming pools, balconies and hotel lifts, especially if travelling with children. Should you notice anything which causes concern, please point it out to our representative.

Satellite Television

Where our online descriptions state that satellite television is available please do not expect Sky. Greek satellite tv normally includes some English speaking channels.

Scooter, Moped, Quad Bikes and Bicycle Hire

Scooters, mopeds and quad bikes are available at most of our resorts. However, due to the poor roads and erratic driving habits the accident level is very high. Quad bikes have a particularly bad record and most travel insurances do not cover them. We strongly recommend you rent a car instead. Bicycle hire is a healthy and fun way to explore. However even the experienced should take extra care with Greek drivers and roads – cars always take priority, roads are potholed and often turn into dirt tracks, and neither are up to the standards of the UK.

Second Holiday Discount

For a second Sunvil Greece holiday taken within the same calendar year a reduction of 5% off the basic price of the cheaper holiday (excluding supplements and car hire) will be credited to your later holiday. This discount is only applicable to persons booked to travel on both.

Self Catering

All our self catering accommodation is licensed by the relevant authorities and the degree of

comfort is as per the individual descriptions.

Studios. One open-plan room with beds for two adults and sometimes a child, kitchenette area (occasionally separate), shower room with wc, and balcony or patio.

Apartments. Two rooms or more. One of these rooms is often a living/dining room, although you can get two bedrooms with a small kitchen. One, sometimes two, convertible beds in the living room for families. Where an apartment (as opposed to the living room) is described as 'open-plan' this usually means there is no door between bedroom and living room, although there is often a separation (i.e. archway or corridor).

Cooking facilities. Cooking rings, sink and fridge (often all-in-one unit) for breakfasts, snacks or light meals but not intended for full meals. Work surfaces and utensils are limited although most of our accommodation does now possess an electric kettle.

Cleaning and linen. Unless you are staying in an apart-hotel, please do not expect hotel-style service e.g. daily maid service. Frequency of cleaning varies from area to area but the 'norm' is twice weekly, with a once-weekly linen and towel change. Between cleans you are expected to empty any bins yourself, and bin-bags are provided for this purpose – please put them in the nearest municipal rubbish bin. Please note, Greek towels are small, and beach/pool towels are not provided.

Local charges. Facilities charged locally such as air conditioning and safety deposit boxes will be noted in our online description.

Please note: the term 'villa' is often used to mean a small hotel unit or unit of studios and apartments. For insurance reasons only those persons named on the booking are allowed to stay in the accommodation without our prior consent.

Smoking

Smoking is banned in indoor public places – officially! However its interpretation can be rather liberal. We would ask guests to smoke on the balcony or terrace of their accommodation rather than indoors.

Special Requests

Unless a supplement is charged, special requests cannot be guaranteed as room allocation is made locally – normally it is 'first come, first served'. If you request a double bed you may well find you get two singles pushed together. Special requests should be noted on the booking confirmation – please check with us if it is not. Airline seat requests can only be made for a valid medical reason.

Swimming Pools

It is common practice in Greece for hotels and apartment units to allow use of their facilities, including the swimming pool, to non-residents (sometimes at a charge). Where we say the pool is for guests' use only, this does not preclude friends/relatives of the owner. Pool rules vary but should be observed – these may restrict pool hours (especially during afternoon siesta time) or diving, specify a 'quiet time' during the afternoon etc. Swimming is not normally permitted at night. Swimming pools are not generally heated so may be rather 'refreshing' in the early part of the season before the sun warms the water up.

Pool bars will inevitably play music that is not to everybody's taste, although we always ask the owners to control the volume.

Swimming pools are rarely supervised, so children should always be accompanied.

Swimming pools may occasionally be withdrawn from operation for a short period for maintenance reasons.

Where it is indicated that a property has 'use of pool' this is based on information from the previous year and not guaranteed. Unless otherwise stated a charge may be payable. If there is no entrance charge you are expected to purchase drinks or food from the bar or restaurant. These pools are not under our direct control and may not be open early or late season. If a swimming pool is essential to your holiday please book a property which has its own pool.

Transfers and Luggage

Approximate transfer durations are detailed online. These do not include any waiting time for other arriving passengers on later flights, ferry departures, accommodation drop-offs etc. Taxis are licensed for 4 adult passengers so taxi transfers may be shared. Parties may occasionally be split. A private taxi transfer can be booked on

request – please ask for a quote. Boot space for luggage in taxis is limited and it is normal practice for luggage to be secured with elasticated straps.

We reserve the right to substitute alternative forms of transportation to those mentioned should local circumstances dictate this. Portage is not generally provided as the distances are not great (please note that, for insurance reasons, our local representatives are not permitted to carry clients' luggage). For transfers involving sea crossings you do have to carry your baggage on and off the boat yourself so bear this in mind when packing! It is your responsibility to ensure that your luggage is safely on the coach/ferry/taxi before it leaves.

We cannot guarantee to transport large or bulky items e.g. windsurfers, bicycles etc., for which you may need to rent a car or a private taxi transfer. In some areas luggage storage may be available, but this is at your own risk.

Travel Insurance

It is essential that you are adequately insured from the day you book your holiday as cancellation charges apply from then. If you do not have your own travel insurance in place we recommend a policy offered by Holiday Extras which has been tailored specifically for our holidays - <https://www.sunvil.co.uk/about-sunvil/travel-insurance>

Vacation of Rooms

In accordance with international practice, hotel rooms should be vacated by midday on the last day of your holiday. You may be able to extend this locally for a charge. Self catering accommodation should be vacated by 10.00am. However, luggage storage and bathroom facilities will usually be made available. Very early morning departures from a hotel will probably miss breakfast and no refund can be given in this case. However, it is worth asking the hotel if they could leave anything out for you e.g. a thermos of coffee and biscuits.

Walking Difficulties

Greece is a hilly country. Due to the nature of our programme, we regret that we consider only selected holidays in this brochure as suitable for those with walking difficulties, and try to point these out in our online descriptions (and, by the same token, steer you away from unsuitable properties). Many roads are unmade and have no pavement, accommodation is often built on rising ground, and buildings in general are not designed with the disabled in mind, although newer hotels now offer rooms with disabled access and bathrooms. Most buildings are slightly raised and have some steps even to rooms described as 'ground floor'. We know our properties and areas well so please ask our advice. See also Reduced Mobility and Special Needs in this section.

Weddings and Christenings

Exuberant affairs to which all are welcome! Unfortunately the happy couple's joy may not be matched by those staying in the same hotel or nearby who cannot sleep thanks to the bouzouki band! I'm afraid there is little that can be done – big wedding celebrations are a part of the Greek culture, and everyone is expected to join in the eating, drinking, music and dancing. Probably the best thing to do is to attend it! Hotels love weddings for the income it brings them and some public areas/facilities may close for the party. Hotels do not generally view weddings as a nuisance to other guests – they expect everyone to join in as the Greeks do – or something that guests need to be warned of in advance. The same caveats also apply to Christening parties – they just tend to finish earlier!

Welcome Packs

We provide a Welcome Pack for your arrival in most of our self catering properties where there is a Sunvil local representative. This will include such items as bread, butter, tea, coffee, water, wine etc. (varies according to area).

Your Holiday Price

Includes – flights, all airport taxes/security charges, accommodation and ground transportation – and all elements are detailed on the Confirmation Invoice. **Does not include** – travel insurance; the Climate Crisis Resilience Fee (detailed on the Confirmation Invoice), surcharges, if any (see Booking Conditions section 6); and any facilities payable locally.