

LOUIS HOTELS GROUP GENERAL BOOKING TERMS AND CONDITIONS and GENERAL HOTEL ACCOMMODATION USAGE RULES

The Terms and Conditions set out herein under became effective as at 7 April 2020.

Louis Hotels Group refers to Louis Hotels Public Company Limited (a public private company incorporated in Cyprus, HE11553), its subsidiaries, including Louis Hotels S.A. in Greece and all of the hotels or restaurants operated or branded under Louis Hotels (collectively, “we”, “our”, “us”, “Louis Hotels” or “Louis Hotels Group”).

A. INTRODUCTION

At Louis Hotels we take great care to provide you with the best and most helpful information through our websites and invite and advise all our visitors, guests and customers to carefully read and understand the terms and conditions set out therein before finalising their bookings.

1. Information on Louis Hotels Collection

All the information on a Louis Hotel leaflet, advertisement or website pertain to the services offered or at the Hotel member of the Louis Hotels Collection. We have taken great care to make our websites as clear and informative as possible and all the information be presented with great care and attention. However, Louis Hotels does not guarantee the information is presented correctly. We will not be liable for any inconveniences, loss of revenue or any damages, which result from the direct or indirect use of any information provided on our website.

2. Changes/Revisions to Rules, Terms & Conditions: Louis Hotels reserve the right to add to, alter or amend any of these General Booking Terms or the Privacy Notice, conditions and rules applicable to the Louis Hotels as and when it deems necessary. Any amendments or revised terms are to be posted on this webpage. Please check this webpage from time to time to take notice of any changes we may have made, as they are binding on you without any additional notification from us.

Your continued participation, in any Louis Hotels member’s schemes or Loyalty Scheme or using our services or making a booking/reservation either directly with a Louis Hotel or through a Louis Hotel online booking facility, following the posting of changes to these General Booking Terms, or to the Privacy Notice, will indicate your acceptance of the changes.

By accessing or using a Louis Hotels website you agree to be legally bound by the Terms of Use, these General Booking Terms and the Privacy Notice as these may be modified and posted from time to time.

2. Personal Data Protection / Privacy Notice

We take the issue of personal data protection very seriously. We process your personal information in accordance with the Louis Hotels Privacy Notice.

In addition, by making a reservation/booking or staying at any of Louis Hotels or by participating in the Loyalty Scheme or making contact with Louis Hotels or a Hotel through social media platforms (e.g. Instagram, Facebook, YouTube), Louis Hotels Group may collect additional personal information from you. Your submission of information at your visit at our Hotels or through any of our websites or through our social medial accounts is subject to Louis Hotels Privacy Notice.

You are kindly requested to read and understand Louis Hotels Privacy Notice before providing us with any information about yourself or any other person. It is your responsibility to make sure that information which we hold about you is up to date and accurate. Failure to do so will be a breach of these terms.

3. Third-Party Websites

If you choose to leave our website via links to other third-party websites, including those of advertisers, our [Privacy Notice](#) or these General Booking Terms will no longer apply. We are not responsible for the terms and conditions or terms of use or privacy policies of those third-party websites, cookies, pixel tags and other similar technologies that they may use on their websites. As we have no control over such third-party sites and resources, you acknowledge and agree that Louis Hotels is not responsible for the availability of such third-party sites or resources, and that Louis Hotels does not endorse or is responsible or liable for any content, advertising, products, or other materials on or available from such third-party sites or resources.

B. GENERAL BOOKING TERMS AND CONDITIONS

Your reservation and the accommodation agreement made with a hotel within the Louis Hotels collection brand (whether made by you directly with Louis Hotels Group or via a third party such as a travel agent) will be subject to these General Terms and Conditions (the **General Booking Terms**) and the [Louis Hotels Group Privacy Notice](#). When you make your booking/reservation, whether online or by telephone or by email, you will be deemed to have read, understood and accepted these General Booking Terms and the [Louis Hotels Group Privacy Notice](#).

If you make your booking/reservation via a travel agent, or other third party, then you have a separate legal relationship with that party and Louis Hotels Group has no liability for any acts or omissions of such party including their observance of your data protection rights.

When you make your reservation, you will be also deemed to have read, understood and accepted the terms and conditions for using the Hotels website ([Terms of Use](#)) and any relevant terms and conditions shall be deemed to be incorporated into your reservation and the accommodation agreement with the Hotel.

Reservations and Online Bookings

The hotel will take all reasonable steps to fulfil the reservation to the best of its ability and in accordance with the details provided. However, it reserves the right to provide alternative services of at least an equivalent standard at no additional cost to the guest.

The guest is not entitled to assign the booking to any third party nor utilise the hotel's facilities, other than for the purpose of accommodation. The hotel reserves the right to pass on to the guest any additional costs incurred by it in respect of goods and services requested during the guest's stay or caused by the guest not adhering to the agreed times for services.

1. Eligibility

You must be at least 18 years old, or the minimum age to enter into a contract as required by applicable law (if younger than 18), in order to make a reservation or complete a purchase through our websites or any other booking channel. For the avoidance of doubt, any persons aged 18 years or younger must be accompanied by a parent or guardian for the duration of their stay in any of Louis Hotels.

2. Individual Bookings

Bookings/reservations are only undertaken by providing a valid debit/credit card details subject to our [Payment Policy](#). Bookings/reservations cannot be guaranteed without a valid credit/debit card. If it is not an online booking, a reservation form will have to be completed and send to the Hotel. The Hotel will send you the confirmation of reservation by e-mail or by fax with a booking reference number. The

booking reference number has to be provided at the Hotel for check –in. A non-confirmed non-confirmed reservation form does not constitute a reservation.

Before confirming a reservation or purchase, we will provide you with a total price for the requested room and nights, together with the charges for any additional products or services you may have added.

3. Group Bookings

All Group Bookings are subject to different agreed conditions. For more information on Group reservations please contact Reservations at the corresponding hotel ([Contact Us](#)).

4. Online Bookings

Louis Hotels provide an online booking facility service on each Hotel website. Each of Louis Hotels hotel website enables you to check the accommodation offerings and availability at a Louis Hotel, and to make an online booking at the Louis Hotel of your choice. On completion of the booking process the online booking platform service will transmit an online confirmation of your booking; subject to any additional terms provided at the time of booking. An online booking is only valid when a booking number has been issued. Louis Hotels or any Hotel may cancel or modify reservations where it appears that a user has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error.

5. Promotion /Offers

All promotions/offers are subject to availability at the time of reservation. Offers are not valid in conjunction with any other offer. Special offers or promotions may have additional terms and cancellation conditions specific to the offer. You are advised to check these thoroughly before completing your booking.

A discount offer is non- transferable. We reserve the right to discontinue the promotion at any time without notice.

All bookings: Any agreement for the reservation or booking of a room and/or the purchase of any products or services will be formed only when a confirmation and/or voucher is received from the Hotel, either by email or fax.

6. Room Prices & Rates

Rates are per room, per night, vary by arrival date and/or length of stay, and do not include, gratuities, or government imposed taxes, service charges, levies or surcharges, unless otherwise noted. All rooms, products and services offered by Louis Hotels are subject to availability at the time of booking or purchase.

No guarantees are made, of any kind, that the rates and/or room or hotel facilities will be available at the time of booking/reservation until a booking/reservation is confirmed.

Each room rate quoted has specific conditions relating to the occupancy of each room and specific cancellation policy applies to each room quoted.

Meals are only included if indicated in the rate policy quoted. Taxes and service charges are only included if indicated in the rate policy quoted.

You are strongly advised and should carefully read the room rates and any specific detail provided before proceeding to make a booking for a Room selected as well as these General Booking Terms.

Rates are confirmed in the currency of the country in which the hotel is located unless otherwise specified in the online booking facility service or in your e-mail confirmation details.

The price you pay is the price quoted to you at the time you make your reservation or booking, except that if Value Added Taxes or other government taxes or surcharges are included within the price and change between the date of your reservation or purchase and the date of your stay, we will adjust the rate that you pay and inform you accordingly by e-mail, unless you have already paid for the reservation, product or service in full before the change takes effect.

Please always check that the details of your reservation or booking are complete and accurate before you confirm. We will not be liable for any delay or non-performance if you provide us with incorrect information.

You and/or any the members of your group must not resell or transfer your reservation or any products or services purchased through our websites, nor shall you or the members of your group advertise, market or otherwise offer for sale any rooms or other products or services purchased from Louis Hotels. We will not honor any reservations or purchases made in this way and we do not accept any liability for refusing such reservations or purchases.

Travelling: The prices quoted do not include international or domestic air transportation, passport or visa handling, travel insurance, airport and port taxes, gratuities or other similar charges unless otherwise stated. Guests should arrange for their own travelling and holiday insurance.

7. Payment Policy

It is necessary for a room reservation/booking to be secured a guest to provide a valid debit/credit card details. Louis Hotels accept only credit card guaranteed reservations. The credit/debit card used for a booking must be presented at the time of check-in at the Hotel. The debit/credit card provided may then be used by the Hotel for payment of a deposit as advised at the time of booking or as a guarantee for a future payment, in the case of a no-show, a cancellation or change to the reservation.

We accept Visa, Master Card, only, valid until the date of departure from the Hotel. For online bookings the debit/credit card details will be passed directly to the Hotel to guarantee your booking subject to our Privacy Notice. Rooms booked with an invalid credit card are subject to immediate cancellation. In case you are paying for someone else, please get in touch with our Reservations prior to the arrival of the guest/s.

For Refundable bookings, guests may be charged a deposit which will be refunded if the reservation is cancelled within the cancellation period of the specific booking. If the total amount of the reservation is not paid before the guest/s arrive/s at the hotel, then the hotel will charge the remaining balance of the reservation on the guest's credit/debit card upon check-in.

For Non-refundable bookings, the total value of the booking is charged on your credit card upon reservation. Failure to provide a valid credit/debit card detail for the booking will result in an automatic cancelling of the booking.

A refund of a deposit or prepayment, if any, will be subject to the exchange rate applied by your payment card provider at the time of any such refund and may differ from the exchange rate applied at the time such deposit or prepayment was made.

Cancellation /Changes Policy

Cancellation and changes policy varies amongst Louis Hotels, as each room rate may have difference rates policy and sometimes depends on the stay period. We strongly recommend reading carefully the cancellation/ changes policy before confirming your booking/reservation as such is advised at the time of booking. For any details you may [Contact Us](#).

Cancellation/ Changes for Online Bookings: The specific cancellation/change policy of each hotel is shown on the online booking facility service. If you need to amend or cancel your online booking, you can do it online subject to the terms of your booking. You can, online, on the booking facility service at section Change/Cancel booking; you shall enter the reservation-id and email address and your booking details will be displayed. In the event of cancellation outside of the cancellation window set out on an online booking.

Credit/Debit Card Pre- authorisation Upon Arrival: Upon arrival at the hotel, a pre-authorisation of your credit/debit card may be required before a reservation/booking can be checked in. This is as to guarantee that you can cover the cost of any bar, restaurant and room service charges and/or other incidentals which are charged to the room account and/or for any unpaid balance.

Currency Exchange Rate: You may pay using any one of the currencies supported by our website. The applicable exchange rates of the supported currencies shall be determined at our sole discretion, or by our payment processing provider. We shall not be liable for any exchange rate losses incurred by you as a result of any credit card or other transactions effected over our website.

Damage Costs payment: The hotel reserves the right to charge the guest's credit/debit card to cover the cost of any accidental/intentional damage to the room or any part of the hotel premises; or to cover the cost of any deep cleaning that is required due to any actions of the occupant, including smoking.

Extras: In any case upon arrival, a pre-authorisation *may* be taken by the Hotel for the coverage of any possible extras during your stay. The Hotel may require an imprint of your debit/credit card only for confirmation of payment only for as long as it is your stay at the Hotel.

Pre-paid Bookings: Some rate plans require prepayment in full and are non-cancellable, non-refundable, non-changeable and non-transferable. This will be identified in the rate quoted. For these rate plans, once a reservation is made your credit card will be charged for the full amount. **Advance purchase reservations are non-cancellable and non-amendable.**

Value Added Tax (VAT) & Taxes

VAT and taxes are included in the price of the room. Overnight taxes in Greece are not included in the price of the room and are collected upon arrival at a Hotel in Greece (for 3 star hotels the overnight tax is 1.50€/night, for 4 star hotels is 3€/night and for 5 star hotels is 4€/night).

For further details of our room prices, please check the online booking facility service of each Hotel or contact by email or call at the relevant Hotel.

All accounts must be settled in full on departure. You are responsible for payment in full of any outstanding fees or costs for any service offered during your stay at the Hotel directly to the Hotel prior to your departure from the Hotel.

C. GENERAL HOTEL ACCOMMODATION USAGE RULES

1. Check In / Check Out

As our general policy, check in is from 2 pm on the date of booking and departure is before 12 noon on the date of departure, however please read the check-in/check-out policy of your booking on the booking engine as exceptions may apply. Failure to leave your room by the stated check-out time may result in a late check-out charge.

2. Arrival and Departure

It is a guest's responsibility to obtain a valid visa (where required) and comply with any applicable immigration laws for your entry and stay at your destination. Please ensure you have a valid passport for the duration of your trip. Guests may be asked to complete a registration form and provide proof of identity (including photo identification and nationality upon check-in). Unless otherwise agreed by the hotel, the guest who made the reservation through our website must be present to check-in.

3. Alcohol/Food

No wine, beer, spirits or food may be brought into the Hotel by any guest/s for consumption on the premises.

4. Child Policy Charges

0-1.99yo: Infants – Free of charge

2-11.99yo: Children – discount varies among hotels and periods

5. Special Needs/Requests

Any special needs or requests must be notified in writing in advance. No guarantees can be made in relation to any special requests. Until specific confirmation is issued for any special request, such request cannot be guaranteed.

6. AMEA /Special needs Guests

Accessible rooms with facilities for AMEA /special needs guests are available in some hotels and are limited. Please check availability and specify room choice at the time of the booking.

7. Cots

Cots are available but are booked on request. Please, check with the hotel when the booking is complete.

8. Smoking

Smoking at Louis Hotels is only restricted to smoking areas, if allowed by applicable law. Louis Hotels strives for a smoke free environment. Smoking rooms are not available. Those not complying with the smoke-free law, will be committing an offence against the law and maybe reported to the competent authorities. We kindly request you to respect the law and abstain from smoking in the Hotel.

9. Pets

Pets, generally, are not allowed to accompany guests at the hotel. Please check at the time of booking whether guide dogs for the blind or incapacitated guests are accommodated. Specific pet policies may require a damage/cleaning deposit at the time of check-in which may be non-refundable.

10. Damage by Guests

In the event of malicious, wilful or negligent room or other property damage, Louis Hotels reserve the right to charge the amount of any loss sustained by it, including business interruption losses to the credit/debit card of the registered guest. Where payment by the guest was made by means other than

credit/debit card, Louis Hotels will pursue the matter through appropriate legal forum and competent courts.

11. Guests Conduct

By making a booking and staying at the Hotel you are agreeing to be bound by these General Booking Terms and any rules of conduct applicable at the Hotel as set out herein or may be applied from time to time during your stay at the Hotel. The Hotel reserves the right to refuse access or eject without prejudice any persons, who it considers objectionable.

12. Safety Deposit Boxes

Guests are encouraged to keep their valuables in the in-room safe or in the Safety Deposit Box provided at the Front Desk. The Hotel shall not be liable for the loss of money or other personal valuables during your stay.

13. Health and Safety

The hotel is subject to local regulations, including those relating to fire precautions, natural disasters and evacuation of buildings. All guests must read and familiarise themselves with health and safety information at the hotel and in their rooms.

14. Prohibited Items

The following items are not permitted in the Louis Hotel premises:

- Animals of any kind, except guide dogs (subject to prior special arrangement agreed with the Hotel)
- Flammable, explosive or otherwise hazardous materials
- Objects emitting a foul odour
- Unregistered firearms or other weapons
- Objects of an unusually large size or in unusually large quantities
- Articles related to use in gambling, prostitution, smuggling or other illicit acts
- Illegal drugs or other articles, the possession of which is prohibited by applicable laws.

Louis Hotels reserves the right to refuse entry to any guest found to be in possession of prohibited items. Guests shall be solely liable and responsible for all loss financial or otherwise, and damage that may be caused by such items.

15. Hotel Fixtures & Fittings

A guest shall refrain from using equipment or fixtures for purposes other than those intended. No equipment and/or fixtures shall be taken out of the Hotel. Removal or alteration of equipment or fixtures is prohibited.

D. ADDITIONAL OTHER RULES & POLICIES

1. Trademarks / Material

Louis Hotels have trademark protection for registered or unregistered trademarks. Any copyright and other intellectual property in the content and materials on the Louis Hotels and/or to its business partners remains with such party. Downloading, copying or otherwise using any material on the Louis Hotels websites is permitted only for private use and limited to the sole purpose of making a reservation/booking at a Louis Hotel Collection.

The content set out in Louis Hotels websites and/or in any leaflet or other advertising material made available by Louis Hotels, may not be copied, reproduced, published, distributed, downloaded, changed,

amended, reused, reposted or otherwise used in any form for any other purpose without the express consent of Louis Hotels.

2. Photography Policy

Any images clicked at the property or taken from our websites/social media accounts may only be used for personal and non-commercial use. The use of these images for business purposes including, but not limited to, publicity materials, websites, books, newspapers and magazines must be approved by Louis Hotels Marketing department. For more information please [Contact Us](#).

3. User / Guest Feedback /Uploading content to or posting on information on our websites or social media accounts

Whenever you provide any comments or suggestions to us with regard to our website or Hotels or our products or services we shall own all rights related to your comments or suggestions (including, without limitation, copyright and intellectual property rights) and be entitled to use or implement your comments or suggestions without restriction for any purpose whatsoever, commercial or otherwise, without compensation or attribution to you.

Any content you upload to our website or social media or information you post with reference to Louis Hotels or any of its hotels is considered non-confidential and non-proprietary, and we have the right to use, copy, distribute and disclose to third parties any such content or information for any purpose. We also have the right to disclose your identity to any third party who is claiming that any content uploaded, or information posted by you constitutes a violation of their intellectual property rights, or of their right to privacy.

We will not be responsible, or liable to any third party, for the content or accuracy of any content uploaded or information posted by you or any other user of a Louis Hotels website. To the extent applicable, the views expressed by other users on our websites or social media do not represent Louis Hotels views or values.

We have the right to monitor, censor, edit, remove or prohibit the uploading of any content or posting of information if, in our opinion, such content or information does not comply with Louis Hotels policies or is otherwise inappropriate.

You are solely responsible for any communication or for a post made by you, the consequences of making a post, and your reliance on any post. Louis Hotels is not responsible for the consequences of any post (including without limitation of any actions taken against you by any person). Louis Hotels is not responsible for screening or monitoring any posts made to any social media platform or service by users other than Louis Hotels. If notified by a user of a post allegedly in violation of Louis Hotels business interests or intellectual property rights, Louis Hotels may investigate the allegation and determine in good faith and its sole discretion whether to remove such post. Louis Hotels have no liability or responsibility to users for performance or non-performance of such activities.

4. Indemnity

You agree to defend, indemnify, and hold Louis Hotels, its officers, directors, employees, agents, licensors, and partners, harmless from and against any claims, actions, or demands, liabilities and settlements including without limitation, reasonable legal and accounting fees, resulting from, or alleged to result from, your use of the website, or your violation of these General Booking Terms.

5. Restriction of Liability

Louis Hotels will not be liable for any damages or injury caused by, including but not limited to, any failure of performance, error, omission, interruption, defect, delay in operation of transmission, computer virus, or line failure of any part on any website or booking facility service.

Louis Hotels does not attempt to exclude or limit its liability for death or personal injury resulting from its negligence in any way. The hotel is not liable for the acts and/or omissions of its independent suppliers. No responsibility whatsoever is accepted in respect of theft, injury or disease to guests, delegates or visitors, nor for loss or damage to property of any kind, unless arising as a result of gross negligence by the hotel or its employees.

Neither Louis Hotels nor any Louis Hotel nor other providers of products or services related to the online booking facility service are responsible for communication malfunctions, failures, difficulties or lost, stolen, or misdirected transmissions, messages or entries, or the security of any such communications. Further, neither Louis Hotels nor any Louis Hotel Collection Hotel are responsible for incorrect or inaccurate online entry information, whether caused by user(s), by any of the equipment or programming associated with the online booking facility platform or by any technical or human error that may occur in the processing of any information related to an online booking and shall not be liable for damages resulting from any of the foregoing.

THESE GENERAL BOOKING TERMS AND OTHER MATERIALS, AND OTHER SERVICES AND PRODUCTS "AS-IS" AND, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, LOUIS HOTELS EXPRESSLY DISCLAIMS ANY WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, DESIGN, ACCURACY, CAPABILITY, SUFFICIENCY, SUITABILITY, CAPACITY, COMPLETENESS OR AVAILABILITY.

6. Applicable Law

These General Booking Terms shall be governed and construed (i) for the Hotels operated in Cyprus in accordance with the laws of Republic of Cyprus and (ii) for the Hotels operated in Greece in accordance with the laws of the Hellenic Republic. The of where a Hotel is located shall have exclusive jurisdiction for any disputes or claims arising out of or in relation to these General Booking Terms; unless in the sole discretion of Louis Hotels another forum in another jurisdiction is more appropriate to resolve a dispute.

7. Force Majeure

Neither Louis Hotels nor the Hotel shall be liable to you or any guest by reason of any failure to or delay in performing any of our obligations under the General Booking Terms, if the delay or failure was due to Force Majeure. For the purposes of these terms "Force Majeure" shall mean any cause beyond Louis Hotels or of the Hotel's reasonable control including without limitation: fire, flood, explosion, earthquake, storm or other natural disaster, civil commotion, strike, embargo any fault or delay by their sub-contractors or any industrial or civil dispute confined to part or all of their workforce, hostilities (whether war is declared or not), sabotage, terrorist attack, or the acts or decisions of any governmental, public or judicial authority (otherwise than pursuant to the act or default of the party concerned) or the imposition of any legislative or independent government sanction, or similar action limiting or prohibiting the smooth operations and/or the business operations of Louis Hotels or of the Hotel.

If as a consequence of Force Majeure, Louis Hotels Group is obliged to curtail, alter or cancel a booking and/or any services agreed, the customer shall not be entitled to claim compensation for any loss arising as a consequence of the said curtailment, alteration or cancellation and any prepayment may not be refundable.

8. Contact us

Reservation enquiries

If you have any questions about your room reservation, or would like to change a reservation, to the extent permitted, then please contact us.

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Penera 5297
Protaras Cyprus
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For general Hotels Information you may contact info@louishotels.com