



Terms and Conditions

Please read the following terms and conditions ("Terms") carefully, before proceeding with your booking request, as they contain important information about your legal rights, remedies, and obligations in the event of a confirmed booking. By accessing or using our website, you agree to comply and be bound by these Terms.

Last Updated: 01 January 2021

These Terms constitute a legally binding agreement between you and **Panorama Wedding Cyprus Villas LTD and S.P Panorama Services**, (together the "**Parties**"). When these Terms mention, "Panorama", "Property Owners", "we", "us," or "our," it refers to the company **Panorama Wedding Cyprus Villas LTD** you are contracting with. Following completion of your booking and payment of the security deposit, you automatically accept these Terms on behalf of yourself as the counterparty and all persons accompanying you.

1. General

Panorama exclusively offers accommodation, amongst other supplementary support services, for holidaymakers and the organization of events or ceremonies in Cyprus. Panorama acts either directly or as intermediaries through an agent and/or a representative for and on behalf of private property owners for the benefit of clients willing to rent private accommodation in Cyprus under the following Terms. For the avoidance of doubt, Panorama is not to be considered a holiday advisor or travel agent and does not sell holidays and or package holidays under any circumstances.

The properties under our administration include, but are not limited to, Panorama Villa, Oceania Villa and Edge Villa (each the "Property" or "Villa" or together the "Properties" or "Villas").

The owner reserves the right to modify these Terms & Conditions at any time. Any updates to the Terms & Conditions shall be published on the website and promptly communicated to the guests.

2. Reservations

In order to successfully make your booking, you will need to complete the following steps in accordance with our website's online booking form. Upon receipt of your email inquiry for any of our Properties, we will immediately process your inquiry and provide you with all the necessary information within 24 hours. As soon as you confirm you are ready to proceed with your reservation, we shall provide you with a quotation form with all relevant details regarding your booking, our bank details and the deposit and rental payment plan. Your reservation shall be confirmed via e-mail subject to date availability, our client acceptance policy and the full settlement of our pre-booking deposit. As soon as the security deposit is fully paid, you may expect an e-mail confirmation sent to you shortly thereafter.

You will notice that throughout our website, our property rental rates are presented on a weekly basis purely for convenience purposes. The term 'per week' in the context of our rental rates shall mean a period of seven nights and not a calendar week or any other interpretation of the term. Please note that we accept both GBP and EUR as settlement of our rates, although the rates in Euro are an approximate price based on the fixed currency which are subject to constant fluctuations.

Booking requests are only available to persons of at least 18 years of age. As soon as you submit your booking inquiry either via the website's online form or directly via email, our team will carefully consider the information provided by you and evaluate whether they satisfy our client acceptance criteria and comply with our policies. You hereby warranty to be of the minimum age and the information provided by you is true, accurate and reliable.

3. Payment Terms

Once your booking request is approved, we require the following:

- (a) A pre-payment of a 10% non-refundable security deposit from the total rental price, as agreed between the Parties, in order to secure your reservation on your chosen dates;
- (b) A further 30% of the total rental value must be settled according to the deposit and rental payment plan as agreed with the property owners; and
- (c) The remaining 60% balance must be settled at least two weeks prior to your arrival date.

If the instalments, mentioned in (a) to (c) above, are not settled within the specified period of time, we reserve the right to cancel your booking and withhold the amounts paid as compensation unless otherwise agreed under exceptional circumstances. These payment terms are negotiable and may be modified upon agreement between the client and the Property Owners.

Panorama strongly discourages payment made through post and accepts no responsibility for potential loss or misplacement of dispatchments. Payments can be executed via bank transfer to our company bank account only or cash upon arrival depending on the special arrangements agreed between the Parties.

In case of cancellation, we may accept the transfer of the non-refundable security deposit credited to your name for a future booking. Please note that if granted, the validity of the deposit will be limited for a term of two years from the date of your original booking.

4. Extra Charges

Please note that extra charges apply for the organization of parties and/or wedding receptions/ceremonies conducted at any of the Villas as well as the use of certain extra amenities installed within the Properties.

Please note the following extra charges:

4.1 Air-Conditioning

Where air-conditioning is not included in the rental rate, it is charged separately per unit, per day, and paid directly in cash to the Property Owners at the beginning of the affirmed rental period. Please note that each bedroom or space has its own separate unit or units at the following rates:

- **16 Euros** per unit per day for the living area of the main house (2 units available) (Panorama Villa).
- **35 Euros** per unit per day for the living area (Oceania Villa).
- Bedroom air-conditioning units are included in rental price for all villas (Panorama Villa, Oceania Villa, Edge Villa).
- Air-conditioning unit in living room area of the Annex 2 in Panorama Villa is included in the rental price.

The use of the air-conditioning system is your responsibility and the responsibility of all visitors or guests accompanying you. Please ensure that the air-conditioning system is only used when the Property is occupied. All windows and doors are to be kept firmly closed when the air-conditioning system is in use and under no circumstances are the units to be continuously operative while either Property is left unoccupied.

4.2 Panorama's Outdoor Hot-tub Jacuzzi

The supplement for the outdoor Jacuzzi with spa features at the Panorama Villa is **65 Euros** per day, again, payable directly to Panorama in cash upon arrival to the Villa. Please note that the Jacuzzi should be pre-booked as it can take up to 24-48 hours to heat up. The Jacuzzi can be booked for reservations with a minimum stay of 4 days.

4.3 Wedding Ceremony

In case you are planning a wedding reception/ceremony/event at one or both of the Properties, a fixed wedding surcharge is applicable in the total amount of **650 Euros** and is payable in cash upon arrival to the Villa.

Please note you are obligated to inform us in writing if you have engaged with third party vendors other than those suggested by us. We reserve the right to know details of the individuals or companies that require access to the Properties to fulfil the terms of your engagement with them i.e. wedding planners, catering companies, decorators,

photographers/videographers etc. Please note that you may be held liable for any damages caused to the Properties by third parties engaged by you.

5. Cancellations

All and any cancellations must be submitted to panorama@weddingcyprusvilla.com in writing and will be considered effective from the date of receipt. You may cancel your booking at any time; however, a cancellation fee will apply as follows:

- Between seven and six months before arrival: 50% of rental cost.
- Less than one month before arrival: 100% of rental cost.

Kindly note that we accept no responsibility and bear no liability for any losses incurred from any breach of terms or cancellations of any services you have engaged with third parties i.e. wedding planners, catering companies, taxi/bus services, for which Panorama may have recommended or was not involved in any way whatsoever.

Travel Insurance is strongly recommended.

6. Check-in/Check-out Times

Check-in time is 15:00hrs on any day of your arrival whilst check-out is no later than 11:00hrs on the day of your departure.

Please note you are expected to vacate the Property promptly otherwise we reserve the right to charge an additional fee for late check-outs proportionate to your departure time. As such, we must be informed of your flight details in order to accommodate your needs as best as possible.

Late check-outs are at the discretion of the Property Owners and cannot be confirmed in advance unless they are paid for.

7. Occupancy

The number of occupants shall not exceed the number stated in the Property specifications. In the event that the number of occupants exceeds the maximum stated number of allowed occupants, the Property Owners have the right to prematurely

terminate your stay and request the immediate vacancy of the Property within two hours without any refund.

It is not permitted to sub-let all or part of the Property to any other person or persons. It is also not permitted to allow other people to stay at the Property or use the Property's facilities without giving prior notice to Panorama within reasonable time.

8. Unauthorized Use of the Properties

In the event that any unauthorized event/function is held at the Properties prior to obtaining our written consent, Panorama may, in its absolute discretion, terminate the Property rental agreement as a result of which you will be required to immediately vacate any of the Properties. Panorama will not have any further responsibility toward you including any return travel arrangements. No refunds will be made for any expenses or costs incurred as a result of the termination. Any security deposit paid will be forfeited. In the event that no security deposit was paid, or insufficient amount of security deposit is held, we will be subject to an additional fee charged at our discretion.

9. Changes to Property Specifications

Panorama acts either as owners or as managers for property owners and, as such, cannot control or prevent changes being made to the properties. Although changes to the properties are infrequent, Panorama reserves the right to change the description of any property or service at any time. We shall endeavor to notify you of any changes before your arrival date, assuming it is practical to do so. No claims will be accepted for costs or additional expenses incurred as a result of any changes and no compensation will be paid. Furthermore, please be aware that furniture and fittings may differ from the ones shown in the advertised photos. No claims may be acceptable as this is part of our maintenance practices of replacing furniture and fittings due to breakages or natural wear and tear. We ensure that replacements are of same standard and quality as those shown in our marketing material.

10. Building Works

We undertake to notify our clients as soon as we become aware of any construction activity which may affect their enjoyment of the Property. However, Panorama cannot be held responsible for construction work, or electricity or water supply carried out by third parties, in proximity to any of the Properties listed on our web site. We are generally not

notified in advance and are not involved in the planning of these works. In most cases, we are in no position to prevent, or demand cessation of any construction works.

11. Cleaning

A mid stay and/or weekly cleaning service is included for stays exceeding 9 nights; this includes vacuuming and mopping, dish washing, change of bed sheets and towels, bathroom and WC cleaning, garbage collection. Additional cleaning can be arranged at an additional charge.

The Property Owners reserve the right to deduct any extra cleaning costs during your stay from the security deposit (if any). The Property Owners also reserve the right to claim for damages or losses incurred if the cleaning costs upon your departure exceed the security deposit. If excessive cleaning is deemed necessary which results to costs that are over and above our standard cleaning procedures for each Property due to excessive abuse of the space. and the right to claim for any damage or loss if the cost of which

12. Damages and Cleanliness

All accommodation is available for letting on the understanding that the Properties will be left clean and tidy at the time of checkout and all personal litter must be removed from the Property.

Guests and visitors are not permitted to move any furniture or equipment without prior written consent of Panorama. In the event of such permission being granted, it is the customers' responsibility to return the same to its original location before checkout. Under no circumstances should any furniture or other items intended for internal use in the Properties be moved outside.

Under no circumstances may guests or visitors bring, install and/or use any appliances such as heaters, speakers, echo and sound systems, refrigerators or any other electrical appliances that result in the extensive consumption of electricity. Any type of extra appliances may not be utilized on the Properties without promptly notifying Panorama and obtaining a written consent.

13. Security Deposit

Upon your arrival, a deposit of **€650** per Villa will be paid in cash as security. If the client does not pay the deposit fee the Property Owners will have the right to cancel the

reservation. The occupancy of a rental property is subject to conditions of Fair Use. Panorama accepts fair wear and tear to the Property, its furniture, equipment, fixtures and fittings. However, damage above and beyond that, which may normally be considered to be fair wear and tear, caused or carried out by the occupant(s) or by guests of the occupant(s), will be deemed to be the responsibility of said occupant(s) and financial compensation will be sought. This compensation is not limited to the amount of the security deposit. In the event of such occurrence, the incident must be reported to the Property Owners or their property manager, immediately.

Furthermore, consistent abuse of the Property and/or its contents may result in summary eviction.

14. Code of Conduct and Behaviour

- It is the responsibility of all members of your party to conduct themselves in a reasonable and responsible fashion.
- Please use common sense with regards to others by not creating excessive noise.
- To avoid injury, please refrain from running on tiled flooring while wet.
- Do not sit on furniture or bedding when you are wet or wearing sun lotion.
- Please treat the Properties with respect and reason.

15. Pets

No pets are allowed.

16. Liability

In consideration of the fact that Panorama acts either as owners or as booking agents, no liability whatsoever is accepted on behalf of the owners for any aspect of the arrangements and, in particular, for any loss, personal injury or death, however incurred, except where an act or omission is a result of willful misconduct or gross negligence on the part of Panorama.

Panorama will not be liable if faced with Force Majeure (i.e. unusual and unforeseeable circumstances beyond our control), the consequences of which we could not avoid. These include, but are not limited to, oversights or errors by third parties, war, riot, civil

commotion, terrorist activity, natural or nuclear disaster, industrial dispute, fire, flood, pandemic (including Covid-19), adverse weather conditions or the threat of any of these.

All Properties are cared for and maintained by the owner(s) or their delegated property manager. Panorama cannot be held responsible for any breakdown of mechanical equipment such as washing machines, dryers, dishwashers, fridges, freezers, swimming pools etc. (although, we will endeavor to repair the problem as soon as possible). Panorama and/or the property owner(s) shall not be liable to pay any compensation.

No responsibility is accepted by Panorama and/or the property owner(s) regarding the occupants' personal safety or any accidents or injury sustained on the Property grounds. Particularly, your attention is requested regarding the supervision of children when using spas and swimming pools, as no lifeguards are on duty.

Any valuables left at the Property are left at your own risk. Panorama is not responsible for any loss or theft. You undertake to use the safes, as provided, and ensure proper care is taken against theft and burglary. It is your responsibility to ensure all doors and windows are closed and locked when leaving the property, or when by the poolside/in the grounds. If theft or damage to the owner's property occurs through negligence on your part the owner is entitled to seek compensation from you.

17. Global Pandemics (COVID-19)

In light of the global pandemic of Covid-19, Panorama confirms to adhere by and maintain all the necessary precautionary measures as provided by law to ensure your health and safety as well as any of its visitors or associates occupying the Properties. Therefore, bookings will continue as normal in accordance with these Terms together with the cancellation policy and payment terms mentioned herein.

17.1 Cancellations

Last minute cancellations will not be refundable. In the event that last minute cancellations are due to the cancellation of flights by local authorities or airlines, a credit voucher may be issued to reflect the deposit already paid by you. As an alternative, the voucher may be utilized for a term of two years from the date of your original booking and your reservation may be transferred to the next available dates.

17.2 Change of dates

Due to the pandemic and the prevailing conditions of uncertainty, should the clients decide to postpone their reservation for future periods this will be possible under the following conditions:

A) Payment of the 30% of the total rental value on the specified date, as provided under the terms and conditions of the initial booking with the original dates.

B) Once the amount due is deposited, the reservation will be automatically transferred for future periods. Otherwise the reservation will be considered as having been cancelled and the dates will be released.

C) In case of cancellation of the amended booking, the 30% will not be refunded. The refund of 30% will be possible provided that the cancellation is due to the fault of the company or following a joint agreement/consultation between owners and customer (and if the company is in the appropriate financial position)

18.Complaints

If you have a complaint during your stay regarding your arrangements, you must inform the Property Owners immediately and we will do our best to resolve the problem on the spot. Panorama will not entertain complaints submitted retrospectively if we were not informed promptly at the time of any incident.

19. Disclaimer

Whilst every care has been taken to ensure all information, descriptions, photographs and specifications presented via our website is as accurate as possible, it is intended only as a guide. While we are committed to providing the best possible service to our clients, Panorama will not be held responsible for any errors or omissions and no warranty is implied or given. Please note that specifications, photographs and prices are subject to change without notice and photographs may be digitally altered and/or cropped for performance reasons.

20.Privacy Policy

Our privacy policy for the protection of personal data collected can be found on our website at <https://www.weddingcyprusvillas.com/privacy-policy/>. You are strongly encouraged to read and acknowledge the terms therein.

21.Villa Names

All names for our Villas are used solely for marketing purposes by Panorama and might differ from names used by other marketing companies, representatives or agents.

22. Keys

Only one set of keys for each Property will be provided to the customer by the Property Owners.

23. Property Inspection

The Property Owners or their authorized representative shall be allowed access to inspect the property prior to your departure. They also have a right to access the Property during your stay if urgent maintenance is required. Gardeners and pool maintenance staff may enter the grounds during your stay, normally very early in the morning. Maintenance staff cannot be refused entrance to the Villas.

24. Age Restrictions

Please note that we do not accept bookings from individuals or groups which are under 18 years of age. Although, some Properties have higher age limit restrictions as indicated in the respective page of the Property on our website. Panorama has the right to refuse entry to the Property if the ages of the interested group is less than what is indicated on the website and in such cases no refund will be given for the amount paid towards the booking.

25. Swimming Pool

If your chosen Property offers a swimming pool (communal or private) and/or Jacuzzi, you hereby acknowledge to use these facilities responsibly and at your own risk. Under no circumstances does Panorama accept any liability regarding injuries or death by drowning or otherwise. There is no lifeguard on duty. Do not leave children or non-competent swimmers use the pool without adult supervision.

Swimming pools and/or Jacuzzi are available all year round. We cannot be responsible for low water temperatures at any period within the year. During winter season months, swimming pools may have low water temperature.

26. Subcontract

Subleasing the Properties is strictly prohibited.

27. Photography and Videography

Commercial filming, photography and/or videography on the Properties without our prior written consent is strictly prohibited. In particular, the use of drones or aerial filming is strictly prohibited because of its illegal nature. Neighboring homes are entitled to their privacy and recording their homes in proximity can result to the invasion of such privacy. In case of breach, Panorama reserves the right to seek legal action and remedy.

28. Fire Warning

According to the Cyprus Forest Department, the risk of fires is high since the Properties are located in the forest area of Pykni Forest. Therefore, the use of flares, sparklers as well as any type of fireworks is strictly prohibited.

Please refrain from actions and activities that are likely to cause a fire including the discard of burning cigarette butts or matches. Violators will be criminally prosecuted.

In case you notice any of the abovementioned activities or detect smoke or fire, please inform us immediately or call the Forest Department at 1407 or 112.

29. Intellectual Property

These Terms, marketing materials and content promoted on our website or other property booking websites are solely owned by Panorama. According to Cyprus Law on the Right of Intellectual Property, Section 14 18/93, any offences committed by those who infringe copyright will be penalized. Penalties include fines or imprisonment for a term of up to three years.