



**Last update: 01/10/2020**

**\*\*\* TRAVEL INFORMATION \*\*\***

Dear valued guest,

We fully understand how the spread of Covid-19 has dramatically affected your life and your intent to execute your travel plans. The global travel community is trying, like everyone, to navigate this extraordinary situation.

Our priority is to treat all our valued guests with the respect you deserve and offer the same or even higher level of service when regular travel flows resume. At the same time, it is our duty to protect – both in health and financially – everyone employed in or dependent on tourism.

We recognize that some of our future guests may feel uncertain about their forthcoming trip. Below you will find useful information for those who already had a reservation in 2020, but also for those who are currently evaluating to visit us in 2021.

**Reservations made up to 19/03/2020 with arrival 01/04/2020 – 14/07/2020**

Faced with the unprecedented turn of events, our hotel has decided to issue a voucher for all those guests to better adjust their travel plans. The offered voucher will be equal value to the initial booking and valid for redemption on any future stay until 30/10/2021. The Terms and Conditions of the Voucher are the follow:

- The voucher can be applied only for bookings made until 19/03/2020 with arrival dates between 01/04/2020 – 14/07/2020.
- Guests interested to apply for a Voucher by email to [reservation@mykonosview.gr](mailto:reservation@mykonosview.gr), must do preferable before the arrival date of the original booking.
- The Voucher is personal in the name of the initial booking and not transferrable. That means that it can be used in bookings under the name of the guest of the initial booking.
- As soon as you apply your request for a Voucher, subsequently your initial booking will be cancelled, and your respective consent is automatically considered as given.
- All Voucher requests will be replied to you the latest, within the next 7 working days.



- As soon as your Voucher request is processed successfully, you will receive a confirmation email with the voucher.
- The Voucher you will receive will be of the same value as the initial booking.
- The Voucher will be issued in Euro currency, regardless of the currency that the initial booking had taken place.
- The Voucher will be valid until 30/10/2021.
- After 30/10/2021 that the Voucher has not been used in full or at all, guest is not eligible to request refund of the (remaining) unused amount paid for his initial booking.
- The Voucher can be redeemed in more than one booking. If the new booking is of lower value than the Voucher, then the difference will remain as a credit balance and the Voucher can be used in another booking until 30/10/2021. If the new booking is of higher value than the Voucher, then you will be required to pay the difference.
- The guest needs to send his request with the new booking dates at [reservation@mykonosview.gr](mailto:reservation@mykonosview.gr) in advance. In case the original room type is not available for the requesting dates the hotel will advise a different type of room or the nearest available dates of the same type of room.
- The Hotel shall have the right not to accept the Voucher only if it is fully booked and no room is available.

**Reservations made through Booking.com, Expedia, Agoda.** These reservations have specific cancellation & payment policies. For this reason, please contact the Customer Support of the Online Travel Agent through which you made your reservation. During your communication with the Customer Support, it is essential to mention that our hotel agreed to provide you a credit voucher with a value equal to the amount you have already paid to our hotel.

#### **Reservations made up to 19/03/2020 with arrival after 15/07/2020**

Our hotel operates as normal from 15<sup>th</sup> of July. Therefore, we look forward to welcoming you! In case there is any official travel ban in your country of origin, please contact us by email at [reservations@mykonosview.gr](mailto:reservations@mykonosview.gr) including a link to the website with the official instruction. We will examine each case separately and inform you if the voucher can be applied to your case too.



### Reservations booked after 20/03/2020 with arrival 15/07/2020 – 30/09/2020

For all reservations booked from 20/03/2020 with arrival between 15/07/2020 – 30/09/2020 directly with the hotel (website, phone, email) the cancellation and payment policies of each reservation has been applied.

**Reservations 2020 made through Tour Operator or Travel Agent.** These reservations have specific cancellation & payment policies determined by the Tour Operator and / or your travel agency, and which differ depending on whether you have booked hotel only or a package that includes hotel & flight. It is only the Tour Operator or the travel agency, through which you made your reservation, that is in a position to answer your questions. Please contact their Customer Support.

### Reservations for 2021

For all reservations made directly with the hotel (website, phone, email) with stay in 2021 the cancellation and payment policies written on your reservation will be applied. In case you wish to book through a Travel Agent, Tour Operator, Online platforms etc. please consult the terms and conditions of each Operator.

-----

We thank you for your understanding and support, and very much look forward to giving you the warmest of welcomes in Greece when you are ready to travel.

We wish you health and optimism and always remain at your disposal for any additional clarification you may require.

Best regards,

A handwritten signature in blue ink, appearing to read "Konstantinos Spanos".

Konstantinos Spanos  
Hotel Manager