

HOTEL POLICIES & REGULATIONS

Lango Design Hotel and Spa strives to provide our esteemed guests with an immaculate, pleasant and enjoyable hotel experience. These Hotel Policies and Regulations are considered part of our reservation agreement with you. As our hotel guest, and as upon your check-in, you are agreeing to abide by ALL our Hotel Policies and Regulations, terms, conditions, and procedures, and we reserve the right to refuse service, or to make a charge to the guest's card if any fees are assessed for damages or not complying with our Hotel Policies and Regulations. The Management of Lango Design Hotel and Spa would greatly appreciate your co-operation in abiding the following, as we value each of our guests' safety and enjoyment. Our Hotel Policies and Regulations may change from time to time with no prior notice!

DAMAGE POLICIES

Liability

Guests' liability for their account is not waived and guests agree to be held personally liable in the event that any indicated person, company, association or group fails to pay all, or part of any charges incurred.

Damage to the hotel property

Lango Design Hotel and Spa reserves the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent, or reckless act of the guest or any person of their party to the hotel's rooms, premises, or structure, whether or not staying at the hotel during their stay. Any damage will result in a charge at 100% full and new replacement value plus any shipping and handling charges, for the special cleaning, repair, or replacement of the damaged articles. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card or send an invoice for the amount to the registered address. In severe cases the guest will also be liable for any loss of revenue that the hotel suffers while the room is being repaired.

Damage or Tampering with fire detection systems / Fire-fighting equipment

Lango Design Hotel and Spa reserves the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guests' actions, law enforcement may become involved at the hotel's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the hotel property during your stay, or send an invoice for the amount to the registered address.

Removal of items from the hotel property

Lango Design Hotel and Spa reserves the right to charge guests the cost of replacing any items and/or equipment (such as electronic equipment, towels, linen, artwork, etc.) that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, plus shipping and handling charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card or send an invoice for the amount to the registered address.

Removal of guests from the hotel premises

All our esteemed guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviors. Should any actions by a guest be deemed inappropriate by the Management, or if any inappropriate behavior is brought to the attention of the Management, the hotel reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest's actions, Police may become involved at the hotel's discretion, or guests may be asked to leave the hotel. Therefore, Lango Design Hotel and Spa reserves the right to remove people with suspicious or/and unacceptable behavior from the premises of the facility. If it is estimated that due to the aforementioned behavior and/or activities undertaken by the group of guests, the work of the hotel as a whole, the safety of the other guests and the image of the hotel, the hotel reserves the right to remove the guests/group from the facility, and in that case the guests/group will need to pay compensation to the hotel. In addition, in the case of ascertaining damage caused by the guests of the hotel, the hotel has the right to charge the guests for the corresponding damages based on the certified documents and purchase invoices of the corresponding items or works that will have to be carried out for the smooth restoration of the damages caused.

Smoking

Lango Design Hotel and Spa constitutes a non-smoking hotel. The law states that if you are found smoking in the hotel premises, including bedrooms and public closed areas, you can be fined from 50,00 euro to 500,00 euro. The hotel also reserves the right to charge the guest for any additional cleaning costs or loss of revenue caused by smoking in a hotel bedroom.

LOST AND FOUND POLICY

Lango Design Hotel and Spa assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately at 00302242049000 or e-mail us at res@langohotel.com and we will try to assist you in locating your lost item.

Found Items: Lango Design Hotel and Spa is not responsible for any item left behind by a guest. However, any item, except for perishable items, left behind by our guests and found after departure by our housekeeping team will be collected, logged in, and kept in a secure location for collection by the owner for up to three (3) months. A reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear, and miscellaneous toiletries will be discarded.

Return: We would be happy to assist you in returning your lost item(s) to you. We cooperate with Deliverback Greece. You only need to ask it and we will provide you with all the necessary information to claim it back.

Unclaimed Items/No Contact: Lost & Found items are held for three (3) months while we attempt to contact the guest. If guest contact information is incorrect or mobile phone mailbox is full and we are unable to contact the guest during this holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Lango Design Hotel and Spa.

SAFETY

Lighting and Electrical Appliances: Please be aware that it is very dangerous to cover lamps or other electrical appliances. This might cause overheating and start a fire. Therefore, it is not allowed to cover lamps, tv's, smoke detectors, coffee makers, etc., ... using towels, clothing, or any other items.

Fire Safety Policy: The hotel is fully equipped with smoke detectors and emergency evacuation plans on the door of each guest room. Please review this important information.

In case of Emergency or Fire: Please notify our front office desk team in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door located in each guest room and the respective corridors. Our assembly point is located outside our hotel property in green signage. Please take some minutes during your stay and locate the assembly point.

RESERVATIONS

Check-in Requirements: Guests must be at least 18 years of age to check in at Lango Design Hotel and Spa. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (Passport and/or Identification Card (IC)) at check-in.

Check-in Time: 15:00

Check-out Procedure: Check-out time is until 11:00. Please check-out on time so that housekeeping team may begin cleaning your room as soon as possible. If you require a later check-out, please contact our reception desk one day before your departure to check the corresponding availability. A charge may apply for late check-out. In detail, on the occasion where guests do not manage to vacate their room before 11:00 on the day of their reservation termination, surcharges apply that are equal to half a day's rent. Should the guest not be able to vacate the room before 18:00 on the day of their reservation termination surcharges apply that equal to a whole day's rent.

Early Check-In / Pre-Registration: Early check-in is offered based on our hotel's availability and depends on the previous guests' departure. If you require a guaranteed check-in for arrival prior to 15:00, then pre-registration and payment are required. Please contact our reservation team directly to request an early check-in at res@langohotel.com.

Cancellations: Lango Design Hotel and Spa is not responsible for weather conditions, personal emergencies, or schedule changes. Once bookings are made and/or guest(s) are checked-in, bookings are non-refundable. Please be so kind to check thoroughly the cancellation policy of your reservation.

Minimum Guest Age: 18 Years Old. The minimum age for the guests allowed in the hotel is 18 years old. Any visitors under the age of 18 will not be allowed to check in and their reservation will be automatically cancelled without a refund if the minimum age is not met. The only exception to this rule is for parents accompanying their children above 16 years old. A valid ID or Passport should be presented at check in.

Guaranteed Reservations: All individual reservations must be guaranteed with a valid major credit/debit card. A deposit is required in accordance with your reservation policy to maintain the validity of the reservation upon booking. In addition, we process remote secure payments for cards via a payment link sent to you via e-mail. In the event that you wish to pay your deposit or the full cost of your stay via a wire transfer, please inform us accordingly and we will gladly provide you with our bank account details. Once the bank transfer is completed, please e-mail a copy for our records at res@langohotel.com.

Rates: All rates are quoted in Euro, plus Vat and local taxes. Rates may increase without notice. Rates as advertised on Lango Design Hotel and Spa website, or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion.

GUEST AND ROOM'S POLICIES

Bicycles/Hover Boards/Roller Blades: Bicycles, Hoverboards, and Roller Blades are not permitted in guest rooms and will be removed by our staff. Depending on available space, our reception team will be happy to secure these items in our storage room. We assume no liability for theft, loss, and/or damage, and you waive all such liability.

Candles and Vaporizing: Candle and essential oils (diffusing, vaporizing, etc.) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refund.

Cooking Appliances, Combustibles, or Fireworks: The safety of our guests, colleagues, and our hotel property is extremely important to us. Preparation of food in guest rooms by any type of cooking appliances (such as hot plates, toaster ovens, rice cookers, combustible, open flame, barbecue grill, burners, heating appliance, or any other item intended for cooking) is prohibited. Open fires, flames, or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on hotel premises.

Do-Not Disturb and Access to Rooms: To provide all our guests with an exceptionally clean and safe hotel experience, we reserve the right to enter your guestroom for reasonable purposes, such as for housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policies and Regulations. Our housekeeping team will normally knock and announce themselves before entering your guestroom, unless we believe that exigent circumstances exist. Management reserves the right to enter a room with a known status of "Do Not Disturb" in the event of an emergency, suspected illegal activity taking place, disturbing other guests, or damage being done to hotel property. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/Regulation is broken. Law enforcement will be granted immediate access.

Furniture and Decoration: It is not allowed to move or to remove furniture. Not in the room, or between rooms. It is also not allowed to move or remove the decoration or electrical appliances or use them for personal purposes other than for which they are intended. Our staff will put everything back in its original place, and possible damage will be charged on your card provided.

Housekeeping/Room Inspection: Housekeeping service is provided daily between the hours of 09:00- 16:00. Turn down service is from 17:00 to 21:00. Rooms are cleaned and inspected daily, and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odor. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

Maximum Occupancy: Room occupancy requirements are based on fire code/fire safety restrictions. If you exceed the maximum number of guests allowed (up to 2 people per room), you will be asked to rent another guestroom for proper accommodation or vacate Lango Design Hotel and Spa.

No In-Room Party: Lango Design Hotel and Spa enforces a No In-Room Party Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be made to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without a refund. Registered guest(s) is responsible for all persons visiting. If found with more "people" not listed on the Guest Registration Form after 9:00 P.M. your stay will be considered a party. You will be ordered to vacate the premises without refund.

Special Requests: We will make every effort to honor special requests such as a specific floor or room number, etc. upon your arrival. All special requests are noted on reservations, and we will do our best to accommodate upon hotel's availability and our reservation plan during your stay. However, requests cannot be guaranteed in advance.

Quiet Hours: According to Police Order 3 of 1996, the noon and night quiet hours are as follows:

During summer season from 15:00 to 17:30 and from 23:00 to 07:00.

During winter season from 15:30 to 17:30 and from 22:00 to 07:30.

Summer period, the period from April 1 to September 30 is considered.

Winter period, the period from October 1 to March 31 is considered.

In case you become aware of a disruptive guest, please contact front desk staff immediately.

Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls or lobby.

ON SITE

Closed Circuit Television Recorders CCTV: For public safety reasons, Lango Design Hotel and Spa has been installed and is operational security system, using surveillance and recording cameras and Internal Closed Circuit Television Recorders.

Enforcement: All staff are trained and required to respond to potential violations of our Hotel Policies and Regulations. Guests who refuse to abide by the reasonable standards and policies established by Lango Design Hotel and Spa for the safety of all our esteemed guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. Food and Beverage: Food and beverage brought in Lango Design Hotel and Spa from outside, deliveries or take-away are not allowed to be consumed in your room and on our hotel premises.

Guest Registration: We require valid contact information for each guest staying in Lango Design Hotel and Spa, including first and last name, nationality, passport or ID, address, phone number, e-mail, and signature. The names of all guests occupying the room must be registered as well.

Parking At Own Risk: All vehicles are parked at the risk of the owner. Lango Design Hotel and Spa shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked at our parking lot.

Terms and Conditions: Lango Design Hotel and Spa makes its best efforts to ensure that all the information indicated on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on our website is error free. Lango Design Hotel and Spa does not accept liability for any errors and/or omissions and reserves the right to change the information published at any time and without prior notice.

Payment: We accept the following cards: Visa, Master, Maestro, Amex, Diners. Cash in Euro payment is welcomed. However, please bear in mind that according to the new Greek tax bill, payments of amounts over 500€ will have to be realized electronically and cash will not be accepted for these payments. Electronically means credit or debit card as well as bank transfers. Cheques and foreign currency are not accepted.

Pets Not Allowed: Pets are not allowed in Lango Design Hotel and Spa. In case of violation, you will be asked to remove your pet from our hotel. Of course, service animals (such as escort dogs for blind people or similar medical conditions) are welcome in our entire building after consulting the hotel and presenting the necessary official certified documents.

Visitors: Visitors must be registered at the front desk and accompanied by the registered guest at all times. As a registered guest, you are responsible for your visitors at all times.

CHANGES & MODIFICATION TO THE HOTEL POLICY & REGULATIONS:

Lango Design Hotel and Spa reserves the right to amend, modify, change, cancel, vary, or add to these Hotel Policies & Regulations or the arrangements and content featured on our hotel website at any time without prior notice. Please check our website regularly for updates. Any modification to these Hotel Policies & Regulations that occurs before your departure is considered a part of your reservations agreement with us. A copy of these Hotel Policies & Regulations is located on our website, and available from our reception desk at any time, upon request.