

HOUSE RULES

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following House Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating Mykonos Star Hotel since 2004. These House Rules are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration you are agreeing to abide by all of our House Rules, terms and conditions, and procedures. These House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between Mykonos Star Hotel and the guest.

100% SMOKE FREE ROOMS

All Mykonos Star Hotel suites and rooms have been 100% Smoke-Free since 2004. For safety and to assure that our facility is not exposed to items or actions that create an odour which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, walls, and furniture we do not permit smoking tobacco, marijuana, illegal drugs, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odours. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. Marijuana is prohibited at all times.

CANDLE, INCENSE, ESSENTIAL OILS:

Candle, incense, 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 refunds.

NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS:

The safety of our guests, staff, and this facility is extremely important to us. Except for the refrigerator units that the hotel provides, preparation of food in guest rooms by any type of cooking appliances is prohibited. Open fires, flames and fireworks are not allowed anywhere on hotel property.

RIGHT TO REFUSE SERVICE

Mykonos Star Hotel is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate Hellenic Republic laws. Mykonos Star has a zero tolerance policy in which we will refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by Hellenic Republic government and the owners for the operation and management of the hotel. Mykonos Star Hotel will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with local laws, is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose, seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance that is unlawful to possess and that may be dangerous to other persons; destroys, damages, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by Mykonos Star Hotel.

QUIET HOURS: 14.00 to 18.00 and 21.00 to 09.00. If you become aware of a disruptive guest, please contact Front Desk or Bar Restaurant 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.

VISITORS: No visitors after 21.00. Visitors must notify Front Desk upon their arrival and be registered as well by providing a legal document. Visitors must be accompanied by the registered guest at all times. As a registered guest, you are responsible for your visitor at all times.

BREAKFAST:

Our Breakfast is free to registered guests only. Visitors may join a registered guest for breakfast by paying 10.00euros per person at the restaurant.

CANCELLATION OR EARLIER DEPARTURE

Mykonos Star Hotel is not responsible for weather conditions, personal emergencies, or schedule changes and the cancellation policy may be applied.

DO-NOT DISTURB AND ACCESS TO ROOMS:

To provide all of 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 Policy/House Rules. Hotel staff will normally knock and announce themselves before entering your guestroom, unless we believe that exigent circumstances exist. Please use the "Do Not Disturb" sign if you do want the housekeeping service. 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/House Rule is broken. Law enforcement will be granted immediate access.

ROOM KEYS AND GARAGE DOOR REMOTE CONTROL

Room keys are taken with the guest when leaving the hotel property. The garage remote control is not waterproof. In case of loss or breakage 30,00 euros will be charged on the room bill. Please return room keys and garage remote control to Front Desk at Check-out.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily between the hours of 08.00 to 16.00. 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 odour. Housekeeping and Front Desk staff are trained and skilled in identifying the odours 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.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiples nights, bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels daily. Beach towels are replace every second day. Housekeeping will be happy to change your bed linens and make your beds each day if all personal items are removed. Please contact our Front Desk staff if you have any additional questions or concerns.

LOST & FOUND POLICY:

Mykonos Star Hotel 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 at +30 22890 24032 and we will try to assist you in locating your lost item.

FOUND ITEMS:

Mykonos Star Hotel is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of Lost & Found items are retained for 1 year. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear, and miscellaneous toiletries are discarded.

RETURN:

We would be happy to return your lost item(s) to you by Hellenic Post Service. Courier deliveries are not available. Your credit card will be charged packaging and postage, plus a 10.00euro handling fee. A separate receipt will be mailed to you. Mykonos Star Hotel is not responsible for any item lost or misdirected during shipment by Hellenic Post Service.

UNCLAIMED ITEMS/NO CONTACT: Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Mykonos Star Hotel.

FOOD, BEVERAGES AND ALCOHOL POLICY:

Registered guests who choose to bring their own food, beverages or alcoholic beverages must consume those in their room and not in the public areas of the hotel.

NO IN-ROOM PARTY:

Mykonos Star Hotel 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 given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guest(s) is responsible for all persons visiting. Non-Registered visitors are only permitted until 21:00. If found with more "people" not listed on the Guest Registration Form after 21:00 your stay will be considered a party and you will be ordered to vacate the premises without refund.

FREE Wi-Fi ACCESS:

Access to our Wi-Fi is free for our registered guests. Mykonos Star Hotel assumes no liability for Wi-Fi failure due to maintenance or construction works in Mykonos island.

ENFORCEMENT:

All staff is trained and required to respond to potential violations of our Hotel Policy/House Rules. Guests who refuse to abide by the reasonable standards and policies established by Mykonos Star Hotel for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund.

ILLNESS AND EPIDEMICS:

Mykonos Star Hotel reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the Front Desk staff. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

INFESTATION:

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

PARKING AT OWN RISK:

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. Mykonos Star Hotel shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. No vehicle repairs on hotel premises.

DAMAGE AND/OR THEFT OF HOTEL PROPERTY

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room(s), hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. Mykonos Star Hotel reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by Mykonos Star Hotel as a result of the aforesaid. Should this damage 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, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT:

Guest Rooms found with waste strewn around, in complete disorder, and/or "trashed" will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

DAMAGE TO ROOM:

Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. will be charged at 120% of full and new replacement value. Any damage to hotel property, whether accidental or wilful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING:

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

