

HOTEL POLICY

DEPOSITS AND GUARANTEES:

There is no deposit required to make an individual room reservation when booking for the hotel's website booking engine. However, a major credit card is required at the time of booking to guarantee the room and secure the reservation period.

GUARANTEED RESERVATIONS:

All reservations must be guaranteed with a valid major credit card. We accept Visa, Master Card, Maestro and American Express. We do not charge your credit card at the time you make your reservation, unless it is a Non-Refundable reservation with full pre-payment. Reservations will be held until 11:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge equivalent to the cost of your total stay will be charged to your credit card. Mykonos Star Hotel is not responsible for weather conditions, personal emergencies, or schedule changes.

PRE-AUTHORISATION OF CREDIT CARD

The hotel owns the right to pre-authorise your credit card to ensure validity of the credit card information provided. A pre-authorization is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card. All credit/debit cards are pre-authorized prior to check-in. Pre-authorization is not a charge to your account, it is a hold on those funds. Generally, most banks release the hold within 10 - 15 days. It is your responsibility to be aware of how your bank handles all of your transactions, including pre-authorizations.

CANCELLATION POLICY

If a reservation is cancelled up to 14 days before the arrival day, no fee will be charged. If cancelled or modified later, 50% of the total price of the reservation will be charged. In case of NO-SHOW, the total price of the reservation will be charged. Mykonos Star Hotel is not responsible for personal emergencies or schedule changes that lead to cancellation of the reservation.

CHILDREN:

Well behaved children aged 12 and above are welcomed. As the parents, guardians, or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel property and pool area unsupervised.

ADDITIONAL BEDDING:

Extra persons in the rooms and suites is a matter upon request and availability. The additional beds are sofa beds in the size of a single bed. The charge is 30,00 euros per night. Baby cots are not available.

MAXIMUM OCCUPANCY:

Room occupancy requirements are based on fire code/safety restrictions. Suite 2 Bedrooms Panoramic Sea View and Classic 2 Bedrooms Sea View maximum occupancy is (4). Classic Sea View, Junior Suite Sea View, Junior Suite Panoramic Sea View and Superior Suite Panoramic Sea View maximum occupancy is (3). The desired occupancy is a matter upon request and availability.

CHECK-IN TIME: 14:00

EARLY CHECK-IN

Early check-in is offered based on availability. If you require a guaranteed early check-in then reserving the night prior of your arrival is required.

CHECK-IN REQUIREMENTS:

Guests must be at least 18 years of age to check in at Mykonos Star Hotel. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (State driver's license, passport, etc.) at check-in. A valid, signed, and pre-approved credit card in the name of the guest registration is also required. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your credit/debit card.

GUEST REGISTRATION:

We require valid contact information from the guest making the reservations

including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered.

CHECK-OUT TIME: Room rental period expires at 11:00. Additional day charge may apply for late checkout.

CHECK-OUT PROCEDURE:

Check-out time is 11:00. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. A charge will apply for late check-out.

SPECIAL REQUESTS:

We will make every effort to honour 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. However, the availability of these items cannot be guaranteed in advance.

PAYMENT: All reservations and registration must be guaranteed with a valid major credit card. We accept Visa, Maestro, Master Card and American Express Card. All guests are required to present a valid major credit card and government issued photo identification even if guests are planning on paying in cash upon check-out. Cheques and foreign currency are not accepted.

CHEQUES AND CHEQUE CASHING:

We do not accept cheques. We do not provide check cashing services.