

Prices and General Terms and Conditions

I. Rates for renting the whole guest house

Weekend (2 nights)	from 180,00 EUR
Week (7 Nights)	from 565,00 EUR
Extra night	from 90,00 EUR

The minimum reservation is 2 nights.
Accommodation capacity 5 + 2 adults.

For more nights, prices will be subject to further negotiation.

Before you make your reservation inquiry, please refer to "[General Terms and Conditions](#)" for renting the guest house "Villa Teketo".

** Note: The above prices do not apply to holidays, Christmas, New Year, Easter, etc. To book the villa during public holidays, please advise on prices and availability.*

II. Deposit

Upon booking, a deposit shall be paid to the bank account of "Villa Teketo", as follows:

- When **booking from 2 to 5 nights**: a deposit of **50%** of the total amount
- When **booking more than 5 nights**: a deposit of **30%** of the total amount

The reservation will be confirmed upon receipt of the deposit note.

Bank details of "Villa Teketo"	
Bank account POSTBANK	IBAN: BG47BPBI81701038129501 SWIFT: BPBIBGSFXXX
PayPal	info@vilateketo.com

III. General Terms and Conditions for renting the "Villa Teketo"

ACCEPTANCE OF RESERVATION

Acceptance of a reservation by "Villa Teketo" guest house takes place in one of the following ways:

- by E-mail: info@vilateketo.com
- by phone: [+359 897496627](tel:+359897496627) – upon inquiry by telephone, we may ask for the e-mail address of the guest booking representative in order to send full information and a confirmation of the dates, prices and accommodation conditions.
- by the [contact form](#) on the web page

To make a reservation you need to provide the following personal data: name, address, telephone number and e-mail. You also need to choose a specific period - dates within the accommodation calendar, and to get acquainted with the General Terms and Conditions for Renting and Using "Villa Teketo" After checking for availability and possibility for accommodation, the villa hosts will contact you for confirmation.

CONFIRMATION AND PAYMENT OF RESERVATION

In case of availability and possibility for accommodation in "Villa Teketo" you will receive (by e-mail or by telephone call) a confirmation to your inquiry.

Your reservation will be deemed to have been confirmed upon making a deposit payment to the bank account of "Villa Teketo" within 2 business days after the date of receipt of a written confirmation of your reservation at the e-mail address designated by you.

The **deposit** shall be paid in BGN and shall be as follows:

- when booking **from 2 to 5 nights** - **50%** of the total amount
- when booking **more than 7 nights** - **30%** of the total amount

If a deposit payment is not made and received within 2 business days from the date of confirmation of the reservation, "Villa Teketo" reserves the right to cancel the reservation request and the booking representative will be informed accordingly by SMS or e-mail.

The payment (if any) of the balance of the booking price agreed will be made on site upon check-in, either by bank transfer or by PayPal.

The price of the reservation is guaranteed, even if "Villa Teketo" villa changes the price per night, after the reservation confirmation date.

Additional costs:

- Costs for electricity, water, cleaning, consumables and local taxes are included in rental rates.
- The costs for food and provisions shall be the responsibility of the guests.
- Any additional costs, such as hiring additional staff, catering, additional fees for goods and services, shall be borne by guests having required such.
- The costs of replacing or repairing any loss or damage to the property of "Villa Teketo", its furnishings and the courtyard caused during the rental and stay shall be borne by the guests. The value of the security will depend on the damage made and shall be paid in cash to the hosts.

CHANGE OR CANCELLATION OF A RESERVATION

If a guest wishes to make a **change** to an already confirmed reservation, "Villa Teketo" shall be contacted on the stated telephone number or the desire to change shall be sent in writing to the stated e-mail address.

"Villa Teketo" provides a one-time free change of reservation **up to 5 days before the check-in date**, however, this does not apply to public holiday periods.

Cancellation of guests' reservation

If a guest wishes to cancel the entire confirmed reservation or to cancel one or more days from an already confirmed one, he/she needs to notify "Villa Teketo" by telephone or by written notice of cancellation through email, with the following options:

- Upon cancellation or reduction of the number of nights **up to 14 days** prior to the check-in date, **90%** of the total amount of the deposit shall be returned.

- Upon cancellation or reduction of the number of nights **up to 5 days** prior to the check-in date, **50%** of the amount received as a deposit shall be returned.

- Cancellation or reduction of the number of nights after check-in or during the stay is not possible, and the customer will be required to pay the amount for the entire stay.

- For Christmas, New Year, Easter and other public holidays, cancellation is possible up to 20 days prior to the check-in date, in which case 50% of the amount received as a deposit will be returned.

It is advisable that all members of the group (if any) be notified by the booking representative of the changes or cancellations made.

Cancellation of a reservation by "Villa Teketo"

If the owners of "Villa Teketo" have to cancel a confirmed reservation, they shall notify the booking representative by telephone or in writing by email, under the obligation to provide and discuss the following options:

- propose a change of the accommodation dates
- fully refund the prepaid amount

It is advisable that all members of the group (if any) be notified by the booking representative of the changes or cancellations made.

CHECK-IN AND CHECK-OUT

The reservation, the "Villa Teketo" address, the contact details of the hosts, the provisions and the instructions for reception and accommodation will be announced in the confirmation of your reservation on the stated e-mail address or by telephone and a document will be issued upon advance payment. The same document shall be produced upon check-in together with an identity card of the guests booking representative.

Check-in and check-out times at "Villa Teketo" are as follows:

- check-in from 14:00 to 20:00 hours
- check-out from 12:00 hours, unless expressly agreed otherwise

"Villa Teketo" provides the opportunity for early check-in and/or late check-out subject to further arrangement with the hosts.

In order to optimize your accommodation, it is advisable that you inform the hosts of "Villa Teketo" in the event of any change in the schedule of your stay.



USE OF THE PROPERTY, RULES OF BEHAVIOR AND CARE

- When renting "Villa Teketo" all property and equipment will be at the disposal of the guests, with the hosts retaining the right of access during the rental period for the purpose of maintaining the building, the garden, the communal services, the heating or providing any additional services as requested by the guests.
- "Villa Teketo" is located in a quiet and peaceful place. Guests are required to adhere to the established rules of behavior, including, above all, the good attitude towards the local residents.
- Guests are required to observe the established hours of rest within the periods from 14:00 to 16:00 hours and from 22:30 to 08:00 hours. In case of violation of the public order or an alert submitted with the law enforcement authorities, the guests of "
- "Villa Teketo" will be solely responsible for solving the case. If the law enforcement authorities impose any penalties, fines, acts, and the like punishments as provided for by the Bulgarian legislation, they shall be fully covered by the guests responsible for the established violations.
- Aggressive behavior, illegal or immoral actions, including gambling, prostitution, possession or use of drugs, use of pyrotechnics or dangerous substances, and the wearing or use of firearms and other weapons on the territory of "Villa Teketo" are strictly forbidden! If such a violation is found, the law enforcement authorities and the site security company (SOT) will be immediately notified.
- **Smoking in the enclosed premises of the villa and its rooms is forbidden!** Guests are kindly requested to use the outside areas, the courtyard and the veranda for this purpose.

DAMAGES OR LOSSES

- It is the obligation of the guests to treat the property of "Villa Teketo" with due diligence. The costs of replacing or repairing any loss of or damage to the property of "Villa Teketo", its furnishing, as well as the courtyard space, caused during the rental and stay shall be borne by the guests. The value of the security will depend on the damage suffered and shall be paid by the responsible person to the hosts in cash and at double the market price.
- The hosts have the right to require from the guests to vacate the rented villa in the event of excessive and unacceptable losses or damages at any time during

the rental period, without the right to compensation or refund of the amount paid by the guest for the stay.

- During the rental period, the booking representative who made the reservation at "Villa Teketo", will bear full responsibility for the behavior of its accompanying persons in the villa and the surrounding area.

NUMBER OF GUESTS

- During the stay, **the number of guests** (adults and children) **must not exceed the number of sleeping places indicated in the reservation confirmation**, unless otherwise agreed with the hosts in writing.
- Pets are not allowed.

THE PROPERTY OWNERS SHALL NOT BE RESPONSIBLE FOR

- The impossibility for the guests to stay in the villa due to preventing circumstances of personal character (cancellation of leave, loss of documents, etc.)
- In the event of force majeure - natural disasters (torrential rains, floods, snowfalls, blizzards, hailstorms, earthquakes, extremely high or low temperatures, etc.); blockages (roads, boundaries), fire, industrial accidents and others.
- Guests must be attentive and circumspect during their stay at "Villa Teketo", especially those staying together with children.
- For the sake of safety, we recommend the exercise of appropriate control of the paths, staircases, the pond and the use of all facilities inside and outside "Villa Teketo".
- "Villa Teketo" publishes for and provides its guests with descriptions of and suggestions for the surroundings and local attractions that are considered topical, but will not be held responsible for any changes or inaccuracies.

VALUABLES AND SECURITY

- Guests shall be responsible for all valuables and property owned, imported and used by them on the territory of "Villa Teketo".
- In case of loss of or damage to the property owned by the guests, the hosts shall not take any responsibility.
- Guests shall be responsible for the property during the rental period, and we therefore recommend that they lock all windows and doors when they are out.

- The owners of "Villa Teketo" shall not be responsible for any personal belongings left by guests after the villa has been vacated. However, when such items are found, the customers will be notified in due time.

COMPLAINTS

Dear guests, our only desire is to ensure your enjoyable stay.

If any problems arise during the rental period, please immediately notify the hosts. A condition for satisfying a complaint is that it be notified in good time while the guests are on site. In case there are no complaints filed during the rental period and the stay of the guests at the tourist site, the guests will be deemed to have been satisfied with their stay.

JURISDICTION

When filing in their reservation, guests acknowledge that they have read these Terms and Conditions, understood and accepted them without exception and they will not be objected to.

The data provided by the guests are protected in accordance with the Personal Data Protection Act and the legislative acts regulating the protection of information and are only processed in connection with the implementation of the established requirements of the Tourism Act. The information provided by the User will only be used in connection with his/her reservation and will not be provided for any other purposes.

The owners of "Villa Teketo" reserve the right to update these General Terms and Conditions at any time without specifically notifying customers.

