

ROCABELLA WEDDINGS

TERMS & CONDITIONS

Ceremony & Reception

- The ceremony duration is 30 minutes.
- The welcome cocktail is maximum 1 hour.
- The wedding dinner's maximum duration is 2 hours.

The maximum duration of the wedding reception is 6 hours in total and cannot be extended further than:

- 00.30 for the Exclusive Pool Venue
- 00.30 for the Infinity Pool Venue
- 23.00 for the Infinity Kiosk Venue

The open bar service stops 15 (fifteen) minutes before.

Additional Costs

We take pride in providing excellent maintained wedding venues and accommodations and we kindly ask guests to exercise caution and avoid damages even when staying overnight.

We do not normally charge for minor breakages or damage, but we reserve the right to send you an invoice for repairs if the damage or breakage is significant.

The wedding couple is liable to ROCABELLA SANTORINI or any third party for any damage or theft from its premises, or its contents, or by any of their direct booked contractors or any servant of them and agree to indemnify ROCABELLA SANTORINI in this regard.

All our wedding venues are outdoors, overlooking the stunning Caldera Gulf

Indoors space is not provided.

In the event of bad weather, we may offer our in-house restaurant for a maximum of 30 guests at an extra cost (the restaurant is provided upon availability with a specific set up and no dance floor included).

Please note that an 8-hour prior notice is required for the above arrangement.

Moreover, the event may be rescheduled later in the same day or in the next day upon availability of both Rocabella Santorini venues and the vendors involved.

Kindly note that in case of cancelation of your event due to acts of God (rain or bad weather) there is no liability or accountability on the part of Rocabella Santorini and no refund shall be provided.

Food, Beverage & Waiter Service

Due to HACCP standards imposed throughout our company, it is forbidden to import any food or beverage within Rocabella Santorini Hotel & Spa, without prior ROCABELLA's written approval.

If any drinks or food are imported in the hotel without permission, the hotel shall be entitled to impose an additional charge equal to the charge of the said drinks or food in accordance with the hotel's price list.

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Before you purchase or make a reservation, please check with us first for approval of any food or drink item you wish to provide directly to your guests.

Open Bar Packages are mandatory for all guests for the whole duration of the event.

Cash bar option with a mandatory minimum consumption charge per guest can be offered as an alternative to open bar extension only.

Two waiters and one Barman are provided by Rocabella Santorini for the entire wedding event.

If the wedding couple prefers to hire extra personnel, may be provided upon availability at an extra cost.

As we cannot guarantee appropriate temperature and product handling, we are not in the position to offer any leftover food for you or any guests to be taken away from the venue after service has been completed.

For any items supplied by an outside partner/vendor, a service fee may apply by Rocabella Santorini.

We use various food images for our marketing, leaflets, websites, and events. Whilst we endeavor to ensure that these are a true representation of the food prepared by our chefs, actual presentation and content may vary.

We reserve the right to change, without prior notice, any aspect of the meal and service in the event of circumstances arising beyond our control.

We will endeavor to cater any special dietary requirements listed in wedding couple's confirmation of final details. However, we cannot absolutely guarantee the absence of certain food groups (including nuts and gluten) from our food or kitchen. The wedding couple is kindly advised to inform in writing Rocabella Santorini at least two months prior the event about special dietary issues and allergies of their guests. The hotel bears no liability of any health issue resulting from food borne allergies due to lack of information or update from the guests or the wedding couple.

Upon reserving your event a minimum number of guests need to be provided and upon final confirmation, you may only add and not remove guests from the minimum initially provided.

Confirmation of final number of guests, the menus, the timeline, any special dietary requirements, and all other details are required at least two months before the event date unless a different schedule is mutually agreed in writing.

Your final invoice will be issued based on these details.

We cannot guarantee to accept any changes thereafter and no changes will result in a reduction of the final invoice.

If at any stage during your event you are in any way concerned about any aspect of our service or menu provided, please bring it to the immediate attention of your planner to attempt to resolve the matter. We are largely unable to resolve any such problems after the event.

In case any items cause damage or staining such as red wine or dark sauces, Rocabella Santorini cannot be held responsible for any damage caused by spillages or such accidents.

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Our staff will endeavor to take due care of you and your guests but such accidents in a busy venue are common and obviously unpredictable.

According to the present document it is consented that we cannot be held liable for any damage to wedding dresses or any other items.

Service charges and gratuities are not included in the food and beverage menu pricelist and are equal to a minimum 10% of the total food and beverage costs.

Additionally, we encourage our guests to reward members and staff on their wedding day with the indicative tip and at their own discretion which is always appreciated.

As the tip is equally shared to all staff members it must be delivered only to the wedding concierge agent during the pre-wedding meeting and not directly to the service team.

Alcohol and Fair Use of Alcohol

Beverage consumption is always subject to a fair use policy.

It is agreed that Rocabella Santorini Hotel and Spa will provide all alcohol stock, sales and service exclusively.

It is prohibited for the wedding couple or the wedding guests to supply any alcoholic beverages whatsoever that are not provided by ROCABELLA, to the wedding couple or the wedding guests.

Bar tariffs and bar Labels may change at any time.

All alcohol provisions are subject to the conditions imposed by the local authorities and the premises license in force: Attendees Under 18 years of age are not allowed to consume or purchase alcohol, even if accompanied by an adult.

Guests shall not take away any remaining wine bottles upon their departure from the Venue.

Rocabella Santorini Hotel & Spa reserves the right to suspend alcohol service and sales temporarily or indefinitely for any of the following reasons:

- a. Supply or consumption of prohibited alcoholic beverages by your guests.
- b. Excessive drunkenness.
- c. Disorderly, threatening or lewd conduct is pointed out by any of the wedding guests or determined by the managerial staff.
- d. Consumption of any kind of drugs.
- e. Damage is provoked to Rocabella Santorini premises by the wedding couple or any of the wedding guests.

Vendors, third parties and other Contractors

The wedding couple and any vendors, contractors or planners booked directly by the wedding couple shall be responsible for complying with the applicable laws in connection to the event, including obtaining any

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license required and paying any imposed taxes, duties due, etc. and shall be advised by the couple of the terms and conditions signed which bind them (vendors, contractors, planners) as well.

All our weddings are supervised by our senior wedding coordinators, either your appointed wedding planner. In the event of any concern on your part, they will assist in correcting the error and try to rectify the situation on site.

If you are not happy with any service, it is a legal requirement that you inform us, either verbally or in writing (during or prior the event)

Any couple's vendor, supplier or contractor wishing to operate within Rocabella Santorini Hotel & Spa shall be equipped with a Greek VAT number as per the European Tax Regulation 2006/112. Hence, we cannot accept or permit any service by such vendor, supplier, or contractor in case a Greek VAT number is not acquired. (i.e. services such as singing, dancing, photo shooting, video recording etc. shall not be permitted during the event at Rocabella Santorini Hotel & Spa premises by non-holders of a Greek VAT number and guests and couples are kindly requested to refrain from signing a contract with such parties due to the legal implications that might arise. Please note that the above list of services is merely indicative).

Rocabella Santorini Hotel and Spa bears no liability for any delays or changes resulting from circumstances beyond our control or any failure caused by any third party, especially by any of the contractors chosen by the wedding couple.

Drone release is only allowed with a written proof of the legal license which needs to be provided before the event by the operator and under his name. Drone operators need to maintain their license throughout the event and must keep their soar in a flight range where the privacy of individual guests of Rocabella Hotel & Spa or neighboring hotels is not disturbed.

Children Policy

Kids & Infants must be always supervised, as the hotel is nested on the cliff side.

Whilst we provide waiters, bar, and front of house staff, we are unable to supervise the welfare and safety of your guests or contractors, including any children, and you must carry out your own risk assessment as you deem necessary and make your own supervision arrangements, especially where there are water features or other potential hazardous places present.

Parents or supervisors must follow internal hotel policy

Children from 2 to 12 years old will be offered a 30 % discount if they choose the same menu as the adults.

Special children's menu is available.

Sound Level Restrictions

Any music can be performed until 24.00 hours with a limit of 60 dBs, which cannot for any reason be exceeded.

Live music is strictly allowed upon previous agreements (bands etc.) and should extend no further than 23.00

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In the case of the Infinity Pool Venue Reception rental, it is agreed that in-house professional DJs and sound system will be provided for 6 hours duration within the above limits.

Fireworks policy

Fountains, Waterfall, and Ground fireworks are solely allowed upon issuance of a special permission by the competent authorities and only upon written approval of the technical description by Rocabella Santorini Hotel & Spa.

Fountains can be set off until 23:00 and are subject to weather conditions.

Privacy Restrictions

The selected wedding venue area will be for the couple's exclusive use during the hours of the event.

Hotel Guests may pass by without disturbing the wedding and might be offered a drink by the hotel without using the wedding venue.

During your stay, your wedding day as well as before and after the said dates, other wedding events (ceremony or reception) may take place.

The aforesaid events will not interfere with the process of your wedding event but nevertheless may take place concurrently.

Decoration

Decorative items (flowers, candles, big candle holders, etc.) are not included in our rates offered and will be calculated as an extra cost.

We would be more than happy to assist whilst you wish to bring a couple of items of your own decoration. In case the decoration requested to be placed for the event is excessive, heavy or consists of many different pieces which need to be assembled or grouped, please inform our wedding team in detail well in advance to assist you since we might have to allocate this project to a staff member upon extra cost.

All decorative items that are provided by 3rd party companies should be collected & removed after the end of the event by the 3rd party companies' staff.

Rocabella Santorini Hotel & Spa does not take any responsibility in case of theft, loss, or damage of the decorative items.

Meet the family

The prewedding meeting on site shall take place the latest 2 days prior to the event and the presence of the planner is mandatory.

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Food & Beverage details and costs ought to be finalized and paid off at least 75 days before the wedding day.

1 month before the wedding day the private agreement shall be signed and uploaded to the online TAX authority and a copy of same will be provided to your good selves at the prewedding meeting for your attention.

Wedding Date

If an outsourced wedding planner is hired to organize the couple's wedding, they should be at our venue at least 5 hours before the wedding, to arrange all details thoroughly and impeccably.

In this case, no extra staff will be provided by Rocabella.

All necessary staff needed for the operation of the wedding day will be provided by the wedding planning company, who solely bears responsibility for any accident or malfunction that may occur.

All the wedding gifts or any other items of the wedding should be collected after the end of the event by the guests and on guest's or wedding couple's sole responsibility.

Transfer service is available upon request and availability and can be booked in advance at an extra cost but not on spot.

It is mandatory to arrange a transfer for the guests to depart from the venue upon official completion of the event (as per contracts).

If transfer service has not been arranged, the event will be terminated 15 minutes earlier than agreed to provide guests the time to get transportation and leave the premises by the agreed time smoothly and uneventfully at their convenience.

Safety Policy

The use of pools is not allowed at least 3 hours before, during or 3 hours after the wedding reception.

Professional security presence and service will be present on site.

Our staff will endeavor to maintain any found property, however Rocabella Santorini Hotel & Spa cannot be held responsible for any loss, damage, or theft of any personal items, including any wedding presents or table favors you may ask us to handle, prior or within the event or within the presence of outsourced suppliers, vendors, or 3rd parties' contractors.

Whilst Rocabella Santorini Hotel & Spa staff endeavors to clean up any spillages and breakages directly related to the provision of our catering and bar services, we cannot take responsibility for such incidents or accidents not directly related to the catering, bar, or for any accidents related to other parts of your event or to activities run by other contractors or organized by the wedding couple such as music, dancing, or other entertainment.

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Any accident that might occur will be the guests' sole responsibility, especially in the case they are under the influence of alcohol.

In the event you have selected to work with an external planner the said planner or planning company bears the sole responsibility and is liable for the safety of the premises and the safety and actions of all external vendors working for your event as well as for the wedding party i.e., the wedding guests and hosts.

Rocabella Santorini Hotel & Spa is only liable for the food and beverage services.

Sky lanterns and Sky Fireworks are not allowed.

Guests should respect the premises, the ethics and the staff working.

A penalty will be applied in the event of a breach of this contract.

You and your guests must not use naked flames or bring any illegal, offensive, or dangerous material into ROCABELLA's premises.

Drone release is only allowed with a proof of the legal license which needs to be provided before the event.

Drone operators need to maintain their license throughout the event and must keep their soar within a flight range where the privacy of individual guests of Rocabella Hotel and Spa, or neighboring hotels is not disturbed.

Rocabella Santorini is spread over the Caldera cliff and any guest may acquire access to rooms and facilities through steps and stairs. It is agreed that the hotel has informed the wedding couple in detail for its special venue and area circumstances and accepts no liability for injury or damage arising from tripping, slipping and/ or falling of the wedding couple or any of the wedding guests.

Cancellation Policy

1. Deposit

All deposits or any kind of payments are non-refundable and must be paid by you in advance to make a Booking.

2. Cancellation by you

If you wish to cancel your Booking, for whatever reason, you must do so in writing, confirming that you have also released your booking with the venue. The cancellation of your Booking will come into effect on

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the date that we receive your written cancellation. All charges are made on our standard terms of business and are nonrefundable. It is your responsibility to notify your Suppliers of your cancellation. Please note that notifying your Suppliers of a cancellation does not cancel your Booking. To cancel your booking, you must follow the procedure set out in this clause 2.

3. Change of date | Wedding Venue

a. If you wish to change the date of Your Booking, agreement to do this will be at our sole discretion. otherwise, it will be treated as a cancellation in accordance with clause 2.

b. You must confirm in writing that you wish to cancel your original Booking date and confirm the new date also in writing.

c. If we agree to change the date of your booking, a new payment of Euro 500+VAT must be made by you as fees to book the new date.

d. It is agreed that a change of date agreed by us will nevertheless result to different catering prices and any special offers or discounts will not be available to the new date. Moreover, for the new date the current rates and policies shall apply.

e. Downgrades in wedding venues packages are NOT permitted once contracts are signed and deposits and payments have been received.

f. Upgrades are permitted only upon availability on the corresponding dates. It is agreed that in case of upgrade, it is not guaranteed that Rocabella Santorini Hotel & Spa may provide the couple with the requested venue.

4. Payment

The full, remaining balance payment for your booking must be received by us and cleared by our bank, not later than two months before the event date, unless otherwise agreed in writing. Any payment with reference to your wedding event in general shall be in euros and free from any fees. Any transaction fees imposed on payments from or to you shall be paid solely by your good selves. In case you wish to invoice a company for the fees of your wedding, special notice shall be communicated to us in writing followed by all the necessary company details we will need to issue the invoice, at least 10 days before any payment regarding your wedding event that will take place (i.e., first deposit, full payment etc.) The invoice will be issued upon completion of the event.

5. Cancellation by Us

In the unlikely event (and where you are not in breach of these Terms and Conditions) that it is necessary for us to cancel your Booking, we shall notify you as soon as possible and we shall refund you at reasonable time given the circumstances, all Payments you have made to us. We reserve the right to cancel your Booking and return any funds paid, without liability.

6. Cancellation due to Covid/ Outbreak/ Act of God etc.

In the unlikely event your wedding is canceled due to an outbreak of any kind, Covid, Act of God or any other similar circumstances no refund shall be returned by Rocabella Santorini.

7. Jurisdiction

This contract shall be subject to the Greek Law and any dispute that might arise from it shall be dealt with by the competent Greek Courts.

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Information & Details

While we strive to always provide the latest information and details about our product offerings, kindly make sure to check with Rocabella Santorini Hotel & Spa or your travel agent on any information that may be important to you. Information presented here is subject to modification and it is not guaranteed that they are free from errors. Contents of this document apply only to Rocabella Santorini Hotel & Spa property located in Imerovigli Caldera Area Santorini. Nothing contained herein shall be deemed or construed to create any financial or other liability or responsibility on Rocabella Santorini Hotel & Spa for or on behalf of, or in relation to, any of the various Travel Agents or Agencies listed in this document. All prices listed in this document are in Euros, unless otherwise specified.

It is agreed that Rocabella Santorini Hotel & Spa reserves the right to change any of the above stated terms and conditions as well as the structure, capacity, and presentation of the venues at any time without prior notice. The revised terms shall replace the previous ones and you shall be bound by them automatically and under the conditions stated below.

If any changes are made, the revised terms and conditions can be found on our official website and/ or may be sent to you by email and shall be a binding agreement between you and Rocabella Santorini Hotel & Spa if you do not oppose to them within seven (7) days from email's receipt or from terms' public announcement in Rocabella Santorini Hotel & Spa website

Please check our official website for the latest information uploaded to be informed of any changes.

If you require clarification of any aspect of our service or terms and conditions, please do not hesitate to contact us on +30 2286110000. Rocabella Santorini Hotel & Spa is a company registered in Greece under company no: 138721138000.

IMPORTANT

Rates are subject to Hotel's availability.

Hotel reserves the right to apply different rates, without prior notice during the period of congresses and special events taking place on Santorini Island.

Should the local taxes increase, the hotel reserves the right to adjust the rates accordingly.

The hotel bears no liability in case private outdoor mini plunge pools, or the temperature-controlled pool cannot be used due to bad weather conditions (ex. Rain, wind, low temperatures etc.)

Promotions listed in any hotel document can be changed or withdrawn at any time and blackout dates may apply.

Please note that the hotel reserves the right to publish new offers that cannot be replaced by the initial ones booked by the guests.

Any new offers do not apply for already made reservations by the guests and each offer is not cumulative with any other offer launched by the hotel.

Please, regularly visit our site for new offers or restrictions that may apply.

I hereby agree to the terms and conditions set forth above and intend on sign the Venue Agreement in accordance with the terms set forth herein. I have chosen to execute this agreement on the date below. I have been advised to consult an attorney before signing this

letter agreement. I acknowledge that I have not relied on any representation or statement other than those contained in this letter agreement. I intend that this letter agreement will become a binding agreement between Rocabella Santorini Hotel & Spa and me.

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GUEST'S ACCEPTANCE AND SIGNATURE