

Terms & Conditions



Rocabella Santorini

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:

- * 02.00 for the Exclusive Pool Venue.
- * 24.00 for the Infinity Pool Venue.
- * 02.00 for the Infinity Pool Venue in case of booking the 6 rooms which correspond for this venue extend.
- * 24.00 for the Infinity Kiosk Venue.

The Open Bar services are being suspended 10 minutes before the end of the reception.



Extra costs

- * We take pride in providing excellent maintained wedding venues and accommodations and we kindly ask guests to take care when staying in 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 for any damage or theft from the property or its contents, or by any of the direct booked contractors or any servant of any of the above and agree to indemnify us in this regard.
- * All our wedding venues are outdoors, overlooking the stunning Caldera sea Indoors space is not provided, in the case of bad weather, we would happily assist and provide tents / marquees which upon extra cost, which can be booked and arranged in 5 day's notice. Kindly note that in case of cancelation of your event due to rain or bad weather there is no liability and 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 Food & Beverage within Rocabella Santorini Hotel and Spa, without prior approval.
- * In the event that any drinks or food are introduced 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.
- * Before you purchase or make a commitment please check with us first for approval of any food or drink item you wish to provide.
- * Open Bar Packages are **mandatory** for all guests for the whole duration of the event.
- * Cash bar option offered with a **mandatory** minimum consumption charge per guest.

- * 2 x Waiters and 1 x Barman are provided by the Rocabella Hotel for the whole wedding day. Any extra personnel needed, are up to the wedding couple's discrepancy and may be provided upon extra cost.
- * As we are unable to guarantee appropriate temperature controls and / or product handling, we are unable to provide any leftover food for you or any guests to take away from the venue after service has been completed.
- * For any items supplied by an outside partner a service fee / corkage fee may apply.
- * We use various food images for our marketing, literature, websites and events. Whilst we endeavor to ensure that these are a true representation of 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.
- * **Allergies.** We will endeavor to cater for any special dietary requirements listed in your 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 the hotel at least one month 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.
- * Confirmation of final numbers, menus, timings, special dietary requirements and all other details is required at least two months before the event date unless a different time-scale is mutually agreed. Your final invoice will be based upon 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 the front office staff for us to attempt to resolve the matter. We are largely unable to resolve any such problems after the event.
- * In the case of chosen items that might cause damage or staining such as red wine or dark sauces, we cannot be held responsible for any damage to property or clothing caused by spillages or such accidents. Our waiting staff will endeavor to take due care, but such accidents in a busy venue are unpredictable. You accept that we cannot be held liable for damage to wedding dresses or other such high value items.
- * Service charges and gratuities are not included in the food and beverage menu price and equals to a minimum of 10% of the total food and beverage costs. We encourage our guests to reward members and crew working 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 has to be paid 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 subjected to fair use policy.
- * Rocabella Santorini Hotel and Spa must 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 which are outsourced.
Bar tariffs and bar Labels might be subject to change at any time.
- * All alcohol provision is subject to the conditions imposed by the local authority and the premises license in force: Attendees Under 18 years of age are prohibited from consuming or purchasing alcohol, even if brought by an over 18-year-old.
- * Guests can't pick up any remaining wine bottles upon their departure of the Venue.

- * Rocabella Santorini Hotel and Spa reserve 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 exhibited by any of the wedding guests as determined by the managerial staff.
 - d. Managerial staff suspect or witness drug taking.
 - e. Damage is caused to property at the venue by any of the wedding guests as determined or suspected by the managerial staff.



Vendors, third parties and other Contractors

- * The wedding couple and any contractors booked directly by the couple shall be responsible for complying with the applicable laws in connection with the event, including obtaining any license required and paying any taxes, duties due, etc.
- * Any vendors/ suppliers/ contractors wishing to operate within Rocabella Santorini Hotel and Spa shall be equipped with a Greek VAT number as per the European Tax Regulation 2006/112. Accordingly we cannot accept and / or permit any service by such vendor/ supplier/ 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 and Spa premises by non holders of a Greek VAT number and guests and couples are kindly requested to refrain from their exercise due to the legal implications that might arise. Please note that the above list of services is not exhaustive but merely indicative).
- * Rocabella Santorini Hotel and Spa bears no responsibility for any delays or changes resulting from circumstances beyond our control or any failure of a third party.
- * 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 in a flight range where the privacy of individual guests of Rocabella Hotel and Spa Hotel or neighboring hotels is not disturbed.



Children Policy

- * Kids & Infants must be supervised at all times, as the hotel is nested on the cliff side.
- * Whilst We provide waiting, 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 hazards present.
- * Parents or supervisors must comply with internal hotel policy
- * Children from 2 y.o. to 12 y.o. will be offered a 30 % discount if they choose the same menu as the adults
- * Special children's menu is available.



Sound db. Restrictions

- * Any music can be played until 24.00 hours with a limit of 60 db, 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
- * In the case of the Infinity Pool Venue Reception rental, in house professional Dj and sound system is provided for 6 hours duration and no other Dj is allowed to perform.



Fireworks policy

- * Fountains- Waterfall and Ground fireworks are solely allowed.
- * The hotel must review technical description as well as special permission by the local authorities.
- * The final permission will be granted in written format by the hotel.
- * 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 and wedding day as well as before and after other wedding events (ceremony and/ or reception etc) may take place. The said events will not interfere with the process of your wedding event but nevertheless may take place concurrently.



Decoration

- * Decoration items (flowers, candles, big candle holders, etc.) are not included in our prices offered and will be calculated additionally.
- * We would be more than pleased 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 be kindly advised to inform our wedding team well in advance for assistance since we might have to allocate this project to a staff member upon extra cost.
- * All decorative items that might be provided by 3rd party companies should be collected & removed after the end of the event by 3rd party companies staff
- * Rocabella Santorini Hotel does not take any responsibility in case of theft, loss or damage of the decorative items.



Meet the family

- * A week before the wedding day a meeting will be arranged to finalize all details and extra charges.
- * Food & Beverage details & costs should be finalized at least 2 months before the wedding day.
- * 1 month before the wedding day the private agreement must be signed and uploaded to the online TAX authority.



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, in order to excellently arrange all details.
- * 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.
- * 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 sole responsibility.
- * Transfer service is available and can be booked only in advance at an extra charge upon request and availability but not on spot. It is mandatory to arrange a transfer for the guests to depart from the venue at 12 midnight (or 2 am in case of the Exclusive Pool Venue). If transfer service has not been arranged, the event will be terminated 15 minutes earlier than agreed in order to give guests the time to acquire transportation and leave the premises by the agreed time smoothly and uneventfully at their convenience.



Safety Policy

- * Using of the pools is not allowed 3 hours before, during or 3 hours after the wedding reception.
- * On site professional security presence and service is provided whereas that is judged as mandatory.
- * Our staff will endeavor to keep safe any lost property, however Rocabella Santorini Hotel and Spa cannot be held responsible for the 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 and 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 or bar, or for any accidents related to other parts of your event or to activities run by other contractors organized by you such as music, dancing or other entertainment.
- * Any accident that might occur will be the guests' sole responsibility, in the case they are under the influence of alcohol.
- * 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 the safety contract.
- * You and your guests must not use naked flames and bring any illegal, offensive or dangerous materials into the 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 as such acquires access to rooms and facilities through steps and stairs. Kindly note that the hotel accepts no liability for injury or damage arising from tripping, slipping and/ or falling.



Cancellation Policy

1. Deposit

All deposits are non-refundable and must be paid by You 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 the date that We receive Your written cancellation. All charges are made on our standard terms of business.

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 and will otherwise 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.
- c. If we agree to change the date of your booking, a new deposit of Euro 500+VAT must be paid by you to book the new date.
- d. Any change of date agreed by us will be subject to the prevailing catering prices for the new date and any special offers or discounts will not be available to the new date.
- e. Downgrades in wedding venues packages are NOT permitted once contracts are signed and deposits received.
- f. Upgrades are permitted only upon availability in the correspond dates and venue that will be requested and are not guaranteed.

4. Payment

The full, remaining balance payment for your Booking must be received by us and cleared by our bank, not less than two months before the event date, unless otherwise agreed.

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 incurred 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 with regard to your wedding event takes place (i.e. first deposit, full payment etc) The invoice shall 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 to you at reasonable time given the circumstances, any and all Payments you have made to us. We reserve the right to cancel your Booking and return any funds paid, without liability.

6. 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.



Information & Details

While we strive always to provide the latest information and details about our product offerings, please be sure to check with Rocabella Santorini Hotel & Spa or your travel agent on any specifics that may be important to you.

Information presented here is subject to change and is not guaranteed to be free from errors. Contents of this document only apply 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.

Rocabella Santorini Hotel & Spa reserves the right to change any of the above stated terms and conditions at any time without prior notice. The revised terms shall abolish the previous ones and you shall come in them automatically and under the conditions stated below.

In the event that any changes are made, the revised terms and conditions could be found on our official website, should 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.

Please check our official website for the latest information uploaded to inform yourself 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.

I hereby agree to the terms and conditions set forth above and intend on signing the Venue Agreement in accordance with the terms set forth herein. I have been given at least fifteen (15) days to consider this letter agreement (including the Venue Agreement) and I have chosen to execute this 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 the Company and me.

GUEST'S ACCEPTANCE AND SIGNATURE

(handwritten signature required)