



KOIA
ALL-SUITE WELLBEING RESORT

RESORT POLICIES

KOIA All Suite Wellbeing Resort strives to provide our guests with an unbound hospitality.

These Resort Policies are considered part of our reservation agreement with you.

As a guest of our resort, upon your check-in, you are agreeing to abide by ALL our Policies, terms and conditions, and procedures.

Our desire is for you to have the best experience of Kos Island, our accommodations, dining and other services.

To assist us in delivering you that experience we have developed the following policies and guidelines which we respectfully request that you adhere to before, during and after your stay.



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RESERVATIONS

CLIMATE CRISIS RESILIENCE FEE

As of January 1, 2024, all hotels in Greece are required to implement a new environmental fee defined as the Climate Crisis Resilience Fee.

This fee was established under Article 30 of Law 5073/2023 and replaces the previous Accommodation Tax.

The environmental fee is compulsory to registered tourists, who stay at the Resort at an additional flat rate of EUR10.00 per suite, per night.

This will be collected as a separate amount (additional to quoted suite charges) upon arrival at check in. It must be charged on the same credit card the reservation was made. If that card has expired, then the initial amount charged for the reservation will be refunded to the old card and the new card will be charged for the whole amount, including the environmental fee.

RESERVATIONS GUARANTEE

Check in will only be allowed if the credit card provided on the reservation is an absolute match to the main name of the reservation. In any other case, the initial amount will be fully refunded, and the new credit card will be charged.

CANCELLATION POLICIES

KOIA All Suite Wellbeing Resort is not responsible for weather conditions, personal emergencies, or schedule changes. Cancellation policies are as follows:

- Non-refundable offer: a 100% fee will be applied to your credit/debit card upon reservation and is not refundable.
- Standard Rate: This rate allows booking modifications or cancellation without charges up to two weeks prior to the guest's arrival. Credit card guarantee is required to secure your reservation. The resort reserves the right to pre-authorise credit cards prior to the guest's arrival. 50% of the total stay will be charged 14 days prior to check in and is not refundable. In case of cancellation within 14 days of the guest's arrival, 100% of the total amount of the reservation will be charged as penalty.
- Prepaid Rate: 50% of the total cost of reservation will be charged upon booking and is not refundable in the case of cancellation. The remaining amount of 50% will be charged 14 days before check in and is not refundable in the case of cancellation or No Show.

After check-in, should you shorten your stay, the full amount of the reservation as well as any additional costs relating to Extras will be charged as cancellation fees.



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RATES AND MINIMUM LENGTH OF STAY REQUIREMENTS

Our rates vary by suite type and periods. During periods of high demand or major events and for certain packages we may apply a requirement for a minimum length of stay. You will be advised of this at the time of your reservation.

The resort has the right at any given moment to issue discount offers for a limited time period.

Guests that have a reservation with a standard rate have the right to cancel their reservation, free of charge, and rebook with the discounted rates as long as they are not in the period where cancellation fees apply.

Guests that have previously booked with Non-Refundable rates, or 50% Non-Refundable rates, or with the pre-opening offer cannot cancel their reservation free of charge as penalty fees apply.

The resort will not accept any requests regarding matching a 50% Non-Refundable rate or a Non-Refundable rate, or a pre-opening offer rate reservation to the rate of a special offer.

NO-SHOW CHARGES

Should you fail to arrive on the scheduled day of your reservation, your suite will be held until the following day in case you have been unforeseeably delayed and are unable to contact us. Should you not arrive the next day your reservation will be cancelled, the total accommodation charge will be applied to your credit card and the suite will be released.

The above term does not apply in case Guests have contacted the hotel, in advance, for a change on their Check-in Date.

RATES

All rates are quoted in Euro (EUR), plus tax.

Rates may change without prior notice. Rates as advertised on KOIA All Suite Wellbeing Resort website, or any other website or promotional material are subject to change at any time and may increase or decrease at the resort's discretion.

Discounted rates seen in our website of any services-add-ons or stay enhancements e.g., romantic packages, private dining etc. apply only to direct reservations through our website.

Transfers rates vary according to the current offer on the site and apply only to direct reservations through our website.

GUEST POLICIES

ALCOHOL

Alcohol will be offered only to guests who are at least 18 years of age.

CHECK-IN time is from 3.00 pm.

Early check-in is subject to availability.

CHECK-OUT time is until 11.00 am.

If you require a later check-out, please contact Front Desk at least two days prior to your departure and we will do our best to accommodate your request upon availability at an extra charge.

CHILDREN

KOIA All Suite Wellbeing Resort is an adults-only resort and accepts only guests over the age of 16.

CREDIT/DEBIT CARD PRE-AUTHORISATION UPON ARRIVAL

Upon arrival at the resort, a pre-authorisation of your credit/debit card will be required before a reservation/booking can be checked in. This is as to guarantee that you can cover the cost of any bar, restaurant and suite service charges and/or other incidentals which are charged to the suite account and/or for any unpaid balance.

- 50 EUR per night will be pre-authorized on your bank account.

PETS

KOIA All Suite Wellbeing Resort does not provide accommodations for pets. Pets are not allowed in the resort premises except in the case of escort pets for people with special needs. In this case the guest must provide a passport of the pet stating that all vaccines have been administered to the animal as well as a valid training certificate of the escort pet with contact details of the facility the pet was trained.

PAYMENT METHODS

We accept Master Card and Visa. We also accept Cash payments at the Reception Desk Only.



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RIGHT TO REFUSE SERVICE

KOIA All Suite Wellbeing Resort is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that violates State laws.

KOIA All Suite Wellbeing Resort has a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation in our resort or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by Greek Law and the owners for the operation and management of the resort.

KOIA All Suite Wellbeing Resort 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 disturbing the peace of other guests or is not in compliance with state liquor laws,
- acts in a disorderly fashion as to disturb the peace of other guests,
- seeks to use the resort for an unlawful purpose
- seeks to bring into the resort: a firearm or explosives or hazardous &/or toxic substances, that are unlawful to possess and that may be dangerous to other guests or employees.
- destroys, damages, defaces, or threatens harm to resort property or guests or employees.
- causes or permits persons to exceed the maximum allowable occupancy of suite
- refuses to abide by the reasonable standards or policies established by KOIA All Suite Wellbeing Resort for the operation and management of our resort.

SPECIAL REQUESTS

We will make every effort to honor special requests upon your arrival. All special requests are noted on reservations, and we will do our best to accommodate them. However, the availability of these items/services cannot be guaranteed in advance.



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SUITE POLICIES

DO-NOT DISTURB & ACCESS TO SUITES

To provide all our guests with an exceptionally clean and safe resort experience, we provide daily housekeeping. Our Housekeeping Staff will honor the "Do Not Disturb" door hanger once during a thirty-six hour period indicating that the suite is occupied. The Housekeeping Staff is required to enter the suite at subsequent times to clean the suite, check for safety, and verify the condition of the suite. Management reserves the right to enter a suite with a known status of "Do Not Disturb" for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the suite, its furnishings and mechanical equipment are intact, or to address or prevent a violation of our Resort Policies.

HOUSEKEEPING / SUITE INSPECTION

Housekeeping is provided daily between the hours of 9:00 am to 4:00 pm. All KOIA suites are non-smoking. Suites are cleaned and inspected daily, and a detailed log is maintained on each suite and linen. Suites 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 suite or brought a prohibited item into our facility, fees will be assessed, and you may be evicted without any refund.

LINEN CHANGING

Your comfort is very important to us. For guests staying multiple nights, bed linen and towels are changed every day if all personal items are removed from the bed and our housekeepers can access the walkways around the bed. Housekeeping will be happy to change your bed linens on a more frequent basis – please ask the Front Desk for service.

We hope you, our guests, will assist us in decreasing our environmental impact and water use by reusing towels as much as possible. However, if new towels are needed, please leave them in the basket located under the sink of your bathroom and we will replace them. Please contact our Front Desk staff if you have any additional questions or concerns.

MAXIMUM OCCUPANCY

Suite occupancy requirements are based on fire code/fire safety restrictions. If you exceed the maximum number of guests allowed, you will be asked to rent another suite for proper accommodation or vacate the resort. Suite rates are listed for single/double occupancy and in some room types for triple+ occupancy.

NON-SMOKING

We do not permit smoking within our guest suites and smoking within enclosed public areas is against the law in Greece; there are ample outdoor areas throughout the property where smoking is permitted.

All guest Suites and indoor public spaces are 100% non-smoking. A 300 EUR cleaning fee will be applicable if the smoking policy is violated.



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ALL-SUITE WELLBEING RESORT

PILLOW MENU

A good night's slumber is high on priority for the guests at this resort. Therefore, we offer 4 different styles of pillows you can order:

1. Premium pillow cotton fabric microfiber filling for medium support hypoallergic.
(2 pcs standard in bed)
2. Premium pillow cotton fabric ball fiber filling for firm support hypoallergic.
(2 pcs standard in bed)
3. Memory foam pillow heat radiated for medic relief support.
(upon request)
4. Elegant pillow cotton fabric microfiber filling hypoallergic for soft support.
(Upon request)

After deciding which pillow suits you best, just dial the Front Desk to place your order.

Just a few minutes later, you are going to be one step closer to the joyful dream you deserve.

The pillow menu is subject to availability.

SUITE KEYCARDS

Suite keycards are issued to the registered guest(s). Please return all suite keycards to the Front Desk upon check-out.

GUESTS' VALUABLES

Money, jewelry and other valuables brought into the hotel premises are the sole responsibility of the guests. Staff and management of the hotel accept no liability and shall not be responsible for any loss or damage thereto and guests remain responsible for the safekeeping of any such items.

These items should be kept in the safe of the room.



KOIA
ALL-SUITE WELLBEING RESORT

LOST & FOUND

If you discover that you have left behind something of value to you, please call us immediately by pressing the telephone icon on the top-right corner on the main page of our website or email us directly at info@koiaresort.com and we will try to assist you in locating your lost item.

FOUND ITEMS

KOIA All Suite Wellbeing Resort 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 twelve (12) months. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear, and miscellaneous toiletries will be discarded.

RETURN

We would be happy to return your lost item(s) to you. Your credit card will be charged packaging and postage, plus a 25% packaging and postage, handling fee. Should you wish to use a different payment method please inform us in advance. A separate receipt will be mailed to you. KOIA All Suite Wellbeing Resort is not responsible for any item lost or misdirected during shipment.

UNCLAIMED ITEMS / NO CONTACT

Lost & Found items are held for twelve (12) months while we attempt to contact the guest. If guest contact information is incorrect or mobile phone mailbox is full and we are unable to contact the guest during the twelve (12) month holding period, the unclaimed item(s) are thrown away, given to local charity organizations, or disposed off accordingly by KOIA All Suite Wellbeing Resort staff.



KOIA
ALL-SUITE WELLBEING RESORT

ON-SITE

ENFORCEMENT

All staff are trained and required to respond to potential violations of our Resort Policies. Guests who refuse to abide by the reasonable standards and policies established by KOIA All Suite Wellbeing Resort for safety of all guests, staff, owners, property, and the operation and management of the resort will be evicted, with no refund.

ENVIRONMENTAL POLICY

We constantly challenge ourselves to provide the right environment for our guests and team members through the promotion of environmental awareness. We train our team members to incorporate good environmental practice in all aspects by periodically reviewing our practices, procedures and objectives.

FREE WI-FI ACCESS

Access to our Wi-Fi is free for our registered guests. The resort WiFi access code is subject to change without notice. WiFi signals are subject to change without notice depending on the suite's location, the status of our WiFi-equipment, and interference from other local wireless signals. KOIA All Suite Wellbeing Resort assumes no liability for guest use.

GRATUITIES AND SERVICE CHARGES

Tips and gratuities to our team members are at our guest's discretion and we do not include any compulsory service charges.

PARKING

KOIA All Suite Wellbeing Resort offers free parking for all its guests. KOIA All Suite Wellbeing Resort shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked within the resort property.



DAMAGE POLICIES

Damage and/or theft of resort property

You are liable for any damage however caused (whether by deliberate, negligent, or reckless act) to the suite(s), resort's premises or property caused by you or any person in your party.

KOIA All Suite Wellbeing Resort will forfeit your security deposit as presented at registration and charge you for the damages incurred.

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 suite or the Resort 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 Suites found with waste scattered around, in complete disorder, and/or "trashed" will be subject to a 1,000.00 EUR maintenance deep cleaning fee, administration fee and/or third-party fees.

DAMAGE TO SUITE

Damage to Suites, fixtures, furnishing and equipment including the removal of electronic equipment, towels, artwork, etc. will be charged at 100% of full and new replacement value plus any shipping and handling charges. Any damage to resort property, whether accidental or willful, is the responsibility of the registered guest for each particular suite. 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 at 100% of full and new replacement value plus any shipping and handling charges, for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS / FIRE-FIGHTING EQUIPMENT

KOIA All Suite Wellbeing Resort reserves the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the resort, including detector heads in public areas, guest Suites, break glass points and fire extinguishers.

Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the resort due to their actions and will be evicted from the resort.

Depending on the severity of the guests' actions, law enforcement may become involved at the resort's discretion.



KOIA
ALL-SUITE WELLBEING RESORT

Should the fact that firefighting or detection equipment had been tampered with 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 suite or the Resort property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

SAFETY

FIREARMS AND WEAPONS

The safety and security of our guests and staff is extremely important to us. Our Firearms and Weapons Policy is designed for the protection of our guests, vendors, staff, and owners, and pertains to the presence of firearms and weapons on resort premises.

KOIA All Suite Wellbeing Resort recognizes that guests and vendors may legally possess firearms or weapons for a variety of legitimate purposes. This policy has been developed to create a safe environment by providing appropriate guidance over the custody of firearms and weapons on our premises.

Guests and vendors who fail to abide by our policy may be asked to leave the resort premises, are subject to trespass and may be subject to further legal action.

Exempted from this policy are law enforcement officers and designated military personnel who are on-duty and required to carry firearms in the performance of their duties.

No exemption to this policy is allowed for private persons, even those licensed and permitted to carry a firearm openly or concealed under state law, are exempt from this policy.

FIRE SAFETY POLICY

The resort is fully equipped with smoke detectors and emergency evacuation plans on the door of each guest suite. Please review this important information.

IN CASE OF EMERGENCY OR FIRE

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your suite door located in each guest suite.



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ALL-SUITE WELLBEING RESORT

CHANGES & MODIFICATION TO THE RESORT POLICY

KOIA All Suite Wellbeing Resort reserves the right to amend, modify, change, cancel, vary or add to these Resort Policies or the arrangements and content featured on our Resort website at any time without prior notice. Please check our website regularly for updates to Resort Policies.

Any modification to these Resort Policies that occurs before your departure is considered a part of your reservations agreement with us.

A copy of these Resort Policies is located on our website and is also available to be seen and read in a hard copy to be shown to you by the Front Desk staff upon request.

DISPUTES AND CLAIMS

Any controversy, dispute or claim arising out of or in connection with these resort policies shall come under the jurisdiction of most competent courts of KOS.

LATEST UPDATE JANUARY 2024