



Naxos Island, 7th of March 2020.

Statement, “Glaros Premium Boutique Hotel”: Cancellation Policy Update

Our Dear Guests & Visitors,

In order to provide better reservation services and under nowadays uncertainty in travel due to Coronavirus outbreak, we have updated our cancellation policy to a more “relaxed and flexible” policy, for all existing and future reservations **for the period from 01/05/2020 to 31/07/2020**. It remains on “guarantee” bases (no deposit):

“Relaxed” Cancellation Policy:

- **Free cancellation until 7 days prior to arrival.**
- 50% of total stay, for cancellations until 48 hours, prior to arrival.
- 100% for cancellations within 48 hours, prior to arrival.
- 100% for no-show.
- **No charge, in case of conflicts caused by Coronavirus i.e. safety measures, transport cancellations, virus symptoms e.tc.**

Previous (standard) cancellation policy:

- For cancellation at least 30 days prior to arrival date, no charge
- In case of cancellation until 11 days prior to arrival date, 50% of the total stay amount will be charged.
- In case of cancellation within 10 days prior to arrival date, 100% of the total stay amount will be charged.
- In cases of a non-show, earlier departure than scheduled date, 100% of the total stay amount will be charged.





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Statement, “Glaros Premium Boutique Hotel”: Coronavirus

The health and wellbeing of our guests, team members and all who visit our property is of utmost importance.

We are actively monitoring the novel coronavirus (COVID-19) updates from the World Health Organization and the European Centre for Disease Prevention and Control and will continue to respond based on the best advice of Greek Government, public health authorities and medical professionals.

Should you need any further information, please do not hesitate to contact us.

Yours Sincerely,
Alexander Frantzeskos
Owner-Reservations’ Manager

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