

General Terms & Conditions

These General Terms & Conditions together with the Registration Form you filled and sent, constitute the entire agreement between us (hereinafter « Blue Bergamote » or « us ») and our customers (hereinafter “Customer/s”, “Guest/s” or “you”). These General Terms & Conditions are published on our official website.

1. BOOKING

1.1 Anyone can make a booking, either directly through our website, or any other procedure adopted by Blue Bergamote Syros (Booking.com, Airbnb.com).

1.2. In order to make a booking at Blue Bergamote Syros, you need to be over 18 years old of age. In case you are under this age, your parent, or guardian, can make a booking on your behalf, in which case your parent, guardian, or someone over the age of 18 needs to accompany you during your stay in our Hotel. In any event, in the case of booking by using a valid credit or debit card, the owner of such card needs to be present with you.

1.3. Customer is responsible to provide his personal data, as requested during the booking process, which shall be true and accurate and as imprinted in the Customer’s identification card or passport. In addition, Customer is obliged to keep his contact details updated, as necessary, in order to be able to utilize our services and execute this Agreement. Blue Bergamote Syros will not have any liability to make notifications to the Customer relating to this Agreement, if the Customer’s contact details are false, misleading or outdated and the Customer is not possible to be reached, in which case, it is hereby agreed by the Customer that he waives his right for notifications.

1.4. It is possible to privatize all the accommodations ; to do this, simply contact us directly and make a special arrangement.

1.5. Your booking request is reviewed and if approved, Blue Bergamote Syros will send you a Booking Confirmation. In case you make a booking through an online booking platform, you will receive a booking voucher. Blue Bergamote Syros will not be obligated to provide accommodation services to you, if you have not received a Booking Confirmation, or valid Booking Voucher.

2. PAYMENT TERMS & CANCELLATION POLICY

2.1. You may pay for your stay at Blue Bergamote Syros with all available methods, such as cash, credit card, ebanking, money transfer or any other method to be accepted by us in the future. Our payment policy is the following:

For Non-Refundable Rates, upon reservation, the full amount will be charged on your credit card, which will be non-refundable in case of cancellation, modification or no-show (only available on booking platforms).

For Flexible Rates, with reservation through our website, you benefit from free cancellation up to 21 days before check-in. On booking platform, the free cancellation period is reduced to between 5 and 7 days.

Our payment policy is presented on our website and will, also, be provided during the booking procedure relating to your specific order submitted through our web tools and platform. A specific payment policy may be provided in the Customer’s Booking Confirmation.

2.2. In order to provide you with special offers or discounts, we may request that you pay in advance, part or the whole amount of the billable charges for your booking. In such case, we may not provide you with a Booking Confirmation, if you have not paid this amount within the timeframe provided.

2.3. In order to provide a Booking Confirmation, Blue Bergamote Syros will usually request that a deposit is paid in its account (25% of the total amount of the reservation). In case of No-show, Blue Bergamote Syros will keep the aforementioned deposits as reimbursement and be free to offer the room or rooms kept for the Customer to any third party.

2.4. Our cancellation policy is the following:

For Non-Refundable Rates, no free cancellation is allowed for these rates. If the booking is cancelled or modified or in case of no-show of the Customer and his or her Guests, an amount equal to the 100% of the booking rates will be charged as cancellation fees.

For Flexible Rates, cancellation policies may vary : through our website, you benefit from free cancellation up to 21 days before check-in. On booking platforms, the free cancellation period is reduced to between 14 and 5 days. Our cancellation policy is, also, provided on our website, as well as during the booking process, relating to your specific order, either through our booking tools and platforms.

2.5. In case you want to change your booking or your arrival and departure dates (check in & check out), you must send your request to us. Blue Bergamote Syros is not obliged to accept such a request and this will depend on its availability, the dates you initially booked and other factors. In addition, this may entail extra charges, which will be communicated to you. In case Blue Bergamote Syros accepts your request and you approve any additional charges that may apply, you will receive an updated Booking Confirmation. Only an updated Booking Confirmation shall be considered as valid approval of a change of booking or a change in arrival and departure dates.

2.6. According to article 24 of Greek Law 5162/2024, the Customer is obliged to pay the Climate Crisis Resilience Tax, imposed by the Greek Government, which is payable by guests, when checking in, and is based on the official rating of the accommodation, according to the following categories as well as the period that the customer will visit us: For Blue Bergamote Syros, from 1st April until 31 October of each year the Climate Crisis Resilience Tax is calculated as follows: 8 Euros per room per night. From 1st November until 31 March of each year the Climate Crisis Resilience Tax is calculated as follows: 2 Euros per room per night. This tax is included in your payment when the reservation is made on booking platform ; for booking through our website, it can be paid by cash or iris.

2.7. Any other charges for additional services provided during the Guest's stay will be either paid immediately or debited to each room's account. The Customer shall settle in full the accounts of all rooms booked by him before departure. Blue Bergamote Syros shall provide the Customer with the relevant invoice that will indicate the respective charges in detail.

3. YOUR STAY AT BLUE BERGAMOTE SYROS

3.1. Check in & check out hours are mentioned on our website, platforms partners and the Booking Confirmation. In case, there is no relevant mention in such documents, then Customers and Guests can check in at or after 14:00 and shall check out by 10:00.

3.2. For convenience, an early check in might be possible, only upon availabilities. If it isn't, you can use our free of charge storage luggages service.

3.3. In case the Customer and his or her Guests do not depart from the room or rooms booked by 10:00 at the date of departure (late check out), Blue Bergamote Syros will have the right to impose an extra charge, depending on the time the Customer and his or her Guests actually departed from the room or rooms. In specific cases, late check out can be arrange, upon availabilities, with an extra charge.

4. STOLEN ITEMS, VALUABLES & PROPERTY

Blue Bergamote Syros is not responsible for any lost or stolen valuables, items or other property of our Guests. It is your obligation to protect your property and keep your valuables safe.

5. DAMAGES TO HOTEL PROPERTY

Our Guests are responsible for any damage caused to its room or any furniture and equipment. If such damage is detected after the Guests have departed, Blue Bergamote Syros reserves the right to charge the Customer with the cost of replacing any items that were damaged or removed by the Customer, his or her Guests or invitees. The charge will be the full replacement amount of the missing or damaged item, furniture or equipment.

6. HOTEL OBLIGATIONS

The Hotel is responsible to provide the accommodation services to its Guests as provided for in its website and the Booking Confirmation, diligently and professionally. Blue Bergamote Syros comply with all mandatory provisions of health and safety regulations and legislation in Greece.

7. GUESTS OBLIGATIONS

Guests shall behave properly, be decent and use good manners during their stay.

It is not allowed to bring pets or animals at Blue Bergamote Syros.

Smocking is strickly prohibited in every rooms. For your convinience, smocking is allowed on the shared rooftop, as long that this does not disturb the guests present at the same time.

Blue Bergamote Syros doesn't provide private parking but a public parking, free of charge, is located at less than 40m from the house.

The items, books, dishes, linens, sheets, and towels provided to the guest must remain on the premises. They are not suitable for the beach, in particular.

In an effort to respect nature, Blue Bergamote encourages its guests to sort their waste by providing two separate bins in the kitchens (one for recycling, paper, cardboard, plastic, and metal cans) and the other for general waste. Water is precious, especially on an island, so it is recommended to moderate its consumption.

In case you have a complaint, you are encouraged to bring this to our attention during your stay. After your departure, it will be harder to find a solution or help you to resolve the problem.

8. PRIVACY AND PERSONAL DATA

We collect, use, share, store and process your personal data for many reasons, such as in accordance with Greek Law and Police directives, in order to be able to provide you accommodation and other services and collect charges. With your consent we may, also, collect, use, share, store and process your personal data pertaining to your preferences, choices, conduct, comments and recommendations, in order to provide you with improved and personalized services as well as provide you with newsletters, marketing and other promotional material, featured specials, send relevant messages or carry out satisfaction & customer surveys.

9. GENERAL PROVISIONS

9.1. This Agreement shall be governed by, interpreted and construed in accordance with the Laws of Greece, without regard to any conflicts of laws provisions or principles. Any dispute arising out of or in connection with this Agreement, its interpretation, execution or validity, is hereby submitted to the sole and exclusive jurisdiction of the competent courts of Athens – Greece.

9.2. In the event that any of the provisions of these General Terms & Conditions are held to be unenforceable, invalid or illegal, the remaining provisions of these General Terms & Conditions will remain in full force and effect and Blue Bergamote Syros will have to amend such unenforceable, invalid or illegal provisions, so as to become valid, legal and enforceable.

9.3. No amendment to or modification of or rescission, termination, or discharge of this Agreement is effective, unless it is in writing and approved by Blue Bergamote Syros. We may modify these General Terms & Conditions from time to time. If we do so, we will post the revised version here and change the “Last Updated Version” date (the date it applies from) at the end of this document. Consequently, we recommend that you consult them as published on our official web site regularly, particularly when making a reservation.

Last Updated Version: 19/05/2026