

KAPPA RESORT DAMAGE POLICY

At Kappa Resort, we want every guest to enjoy a relaxing, comfortable, and worry-free stay. To help us maintain the quality and condition of our villas and suites for everyone, we kindly ask guests to review the following policy. By confirming a reservation and staying with us, you agree to these terms.

1. Security Deposit

A refundable damage deposit of €200 per villa/suite is required. This amount will be pre-authorised, and not charged, on your credit card at check-in. If no damage occurs, the pre-authorisation will be released after check-out. Please note that the refund is processed automatically by the bank and may take up to 15 business days to appear in your account. If any damage is identified, or if the cost of repairs exceeds the deposit, the guest will be liable for the full cost of repairs and will be provided with an itemised receipt.

2. Guest Responsibility

Guests are kindly asked to take care of the resort property during their stay. Guests are responsible for any damage caused by themselves or anyone in their party, whether accidental or intentional.

This includes, but is not limited to:

- Furniture, fixtures, walls, floors, and linens
- Appliances, TVs, and other electronics
- Excessive cleaning due to spills, stains, or unsanitary conditions
- Missing or removed hotel items

3. Damage Review & Charges

If damage is noticed during housekeeping or after check-out, our team will follow a clear and fair process:

- The accommodation will be inspected by trained staff
- Any issues will be documented with photos and notes
- Guests will be informed as soon as possible
- Repair, replacement, or additional cleaning costs may be charged to the card on file

A detailed invoice is always available upon request.

Typical charges may include:

- Minor repairs or extra cleaning: **€50 – €200**
- Replacement of damaged or missing items: **Full replacement cost**
- Smoke or pet odour removal (in non-smoking or pet-free units): **€250+**
- Fire alarm tampering: **Minimum €500**, plus any applicable emergency service fees

4. Smoking & Vaping

For the comfort and safety of all guests, **smoking and vaping are not permitted indoors**, including rooms, suites, and hallways.

If evidence of smoking is found (such as odour, ashes, or burn marks), a **minimum €250 cleaning fee** will apply. Repeated violations may result in early departure without refund.

5. Respectful Conduct

We reserve the right to refuse service or ask guests to leave if resort rules are repeatedly ignored, property is damaged, or other guests' comfort is affected. In such cases, refunds may not be provided.

6. Serious Damage or Theft

In rare cases involving significant damage or theft, further action may be necessary. Guests may be held responsible for any related recovery or legal costs.

Thank you for your understanding and cooperation.

Your care and consideration help us create a pleasant, safe, and welcoming environment for everyone at Kappa Resort.