

— Welcome!

The breathtaking views of Spinalonga, the soft Aegean breeze and the warm Cretan hospitality guarantee one of the most inspiring settings in Greece.

And to make sure that your holiday dreams come true, our dedicated management and staff are ready to answer any questions, organize personal requests and add the finishing touches that make a perfect holiday.

Take the time to enjoy the natural beauty of Elounda and the island of Crete which is undoubtedly one of Greece's most beautiful areas.

*This hotel directory includes information about the hotel facilities and services. Once again welcome to **Domes Of Elounda, Autograph Collection**.*

GENERAL INFORMATION ABOUT CRETE

GEOGRAPHY

Crete is the largest Greek island, and one of the most southerly areas of Greece; in fact, it is closer to the African coast than it is to the Greek mainland! It covers 8,335 m² with 1.100 km of coastline.

Crete is one of the most prosperous areas in Greece due to its geographical location, climate, diverse natural beauty as well as its unique cultural and historical treasures.

The island is renowned for its breath-taking mountain ranges and long sandy beaches running down to emerald-blue seas. This particular geography means that there are a large number of rare flora and fauna species, such as the sea lily on some beaches.

In the valleys and semi-mountainous areas, one can find more than 100 different varieties of flowers and plants, while in the high mountains and deep Cretan gorges you may even see the wild ibex goat, Kri-Kri, which is unique to Crete.

CLIMATE

Crete enjoys perhaps one of the best Mediterranean climates with over 300 days of sunshine. The light rainy season is normally between November and March. Even in the hot summer months, Crete offers pleasant temperatures due to the sea breezes.

POPULATION

Around 625,000 people live permanently in Crete. Most of them live in the four main cities, Chania, Rethymno, Agios Nikolaos and Heraklion, the capital. The remainder of the population is spread in smaller towns and scattered to fishing and mountain villages.

MAIN RELIGION

Greek Orthodox.

LANGUAGE

Greek is the official language, but English is widely spoken.

DISTANCES FROM THE RESORT

From Elounda: 3.7 Km
From Plaka: 1.1 Km
From Aghios Nikolaos: 14.7 Km
From Heraklion (airport): 71.3 Km
From Heraklion (center): 74 Km

USEFUL CONTACT DETAILS

0 Reception

1027 Concierge / Guest Relations

1111 or **1212** Room Service

1200 Soma Spa

FOR YOUR COMFORT & SAFETY

EMERGENCY EXIT SIGN

We kindly ask our guests to read carefully the Emergency procedures displayed in their suite or villa door. In case of fire, please **DO NOT USE THE LIFTS**.

ENVIRONMENTAL MESSAGE

Domes of Elounda, Autograph Collection is committed to reducing our environmental impact. You can join us by placing both waste and recyclable materials in your trash bin. Once the trash is collected recyclables will be separated from trash and processed.

FIRE EMERGENCY

Fire extinguishers are available in all corridors of the resort. If you see any signs of fire, please contact the reception desk immediately and leave the building.

ICE REQUEST

For ice request please call extension **1111**

LIFTS | ELEVATORS

Please read the instructions about lift use. In the event of failure, please do not panic. Follow the instructions inside the lift.

PILLOWS

Select the most comfortable pillow according to your tastes and enjoy a heavenly holiday sleep:

Super soft lavender pillows

Dimensions 35cm x 60cm

Feather pillows

Dimensions 50cm x 70cm

Natural rubber pillows

Dimensions 50cm x 70cm

TOWELS

Everyday tons of detergents and millions of gallons of water are used to wash towels that have only been used once.

You make the difference
A towel hanging up means
"I'll use it again"
A towel on the floor means
"Please replace"
Thank you for helping us conserve.

VALUABLES - SAFE BOX

Do not keep loose valuables in your suite or villa. Every suite and villa has a free safety deposit box for you to use. Do not leave valuables inside parked vehicles. The hotel accepts no responsibility for any items of value left in the bedrooms. Items locked in the safety deposit box are insured to a maximum value of €1.500. Any items exceeding this value should be placed in the hotel safe at the reception at no extra charge.

VOLTAGE

The hotel voltage is 220 Volts. If you need to use a different voltage, please contact the reception desk and our staff will provide you all the necessary information.

RESTAURANTS

For the opening hours please refer to our Weekly Program given upon arrival.

THOLOS Buffet Style Restaurant

(Available - Adults only area)

↗ Located at the main building next to reception.

Serves breakfast and dinner.

Breakfast: 07.00–11.00

Dinner: 18.00–22.00

Kids Menu

Blend Nikkei & Wine Restaurant

↗ Located at the Domes Plaza next to the family pool. Serves breakfast, lunch and dinner.

Breakfast: 08.00–11.00

À la carte: Lunch & Snacks

12.30–16.00

À la carte Dinner: 18.30–22.30

Kids Menu

(Please make reservations at the Restaurant Reservation Desk from 9am until 5pm).

AKTI 1910 Restaurant

Located at the Domes natural beach.

À la carte Lunch / Dinner

12.30–16.00 / 18.30–22.30

Fresh fish and Cretan meze.

Kids Menu.

MAKRIS Restaurant

Located at the central building next to the Adults Pool.

Snacks available at the adults only pool from 13.00–16.00

Dinner: 18.30–22.30

CHILDREN MEALS

Please contact the Guest Relations team if you need to pre-order infant and kids' food. The resort stocks international brands of baby food. The restaurant staff is happy to help with warming baby bottles or baby food.

DRESS CODE

Daytime: Resort Casual. Please wear cover-ups in restaurants. For safety reasons, shoes must always be worn in restaurants and bars.

Evening: Smart Casual. Gentlemen are kindly requested to wear long trousers or smart long shorts in restaurants. No flip flops or slippers are allowed.

BARS

For the opening hours please refer to our Weekly Program given upon arrival.

GRAND DOMES BAR

↗ Main building, next to the reception. Available quiet zone area. Refreshing cocktails, gourmet coffees and late-night drinks with the breathtaking view of Spinalonga Island. **Open every day: 10.00–00.00**

DOMES PLAZA POOL BAR

↗ Located in the Domes Plaza next to the family pool.

Open every day: 10.00–18.00

BREEZE BEACH LOUNGE

↗ Located at Domes natural beach. Enjoy a fresh juice or a tasty snack under the shade of the olive trees.

BARS (cont.)

ROOM SERVICE (24 hours)

Anytime, night or day,
for snacks, drinks or dinner.

Breakfast

Daily Menu

Late Night Menu

Street Food Dining at Core

DOMES OF ELOUNDA

POP UP AREA

Operation Hours : 18.30-22.30

*service supplement €5,00
tray charge

PENSION MEALS

Meals not taken during the day
cannot be transferred to other
days.

OTHER FACILITIES

For the opening hours please
refer to the Weekly program
given upon arrival.

WI-FI

Browse the internet free
of charge through our wireless
network.

Network: Domes of Elounda

Username: domes

Password: elounda

SOMA SPA, THE REFINED

Operation Hours : 10.00-18.00

↗ Main building,

Lower ground level.

Take a break and rejuvenate
at SOMA SPA. The Spa offers
treatments using the all-natural
luxury products by *Elemis*.

BAKALIKO MINI MARKET

↗ Located at the Domes Plaza
with a wide variety of drinks,
souvenirs, stamps, postcards,
newspapers, magazines
and beach items.

KIEPOS KIDS' CLUB

In cooperation with Worldwide
Kids Club company the Kids
Club welcomes our young
friends from the age of 4 years
to 12 years old at the Kids Club,
and from 12 to 16 years old at

the Teen Club.

- Safe outdoor entertaining
environment for our young
guests.
- Always monitored and
operated by our qualified kids
club associates. Outdoor kids'
activities only by appointment.
Selected activities with
limited number of children
per session to establish safe
distancing regulations.

NEEMA BOUTIQUE

Neema Resort Wear

the exclusive destination for
an elegant vacation wardrobe.

ACTIVITIES & ENTERTAINMENT

Don't miss out on your favorite
activities. The tennis court,
surfaced with AstroTurf
(synthetic grass), is located
on the hill top among the olive
trees. For reservations,
equipment, as well as scheduling
private tennis lessons with
a professional trainer, please
contact the Concierge desk.

WATER SPORTS

Canoeing, pedalo, scuba diving,
water-skiing and a wide variety
of sea activities are available
at the Water Sports station
at the beach.

EXCURSIONS & OUTDOOR ACTIVITIES

Explore the extraordinary
surrounding areas, the local
tradition and the historical
attractions and discover
the secret side of the island.
For further information or
suggestions, please contact
the Concierge Desk.

BEACH FACILITIES

A natural sandy beach
with amazing views to Spina-
longa, offers a Quite Zone,
water sports facilities, Topos
1901 Seafront Restaurant

and a Beach bar.

BEACH TOWELS

Beach towels are available free
of charge at all pools and at
the beach. Please do not use
the white towels and bathrobes
that are provided in your room.

BEACH FACILITIES

Sun beds and umbrellas are
available free of charge at
the beach and by the pools.
If you leave clothing or other
items on the sun beds and
umbrellas, they will be collected
by the hotel personnel.

BEACH SAFETY

We advise our guests to be
cautious when swimming and
remind them it is dangerous
to swim right after a meal or
after drinking alcohol.

CORE

– *DOMES RESORTS' VISION OF
A POP-UP LAND*

Reimagining the concept of
holidays by blending art, leisure,
action and gastronomy as an
evolving complex in the beating
heart of Crete.

AN INVITATION TO MEET ART BEYOND THE GALLERY

Experiencing art is a holistic
moment that requires the
correct scenery and company.
Thus, we invited the famous
“Greek Monsters” to tell you
their side of the story.

*Tip: Be aware. Art and Monsters are not
meant to be locked in cages. They could
be anywhere.*

A GASTRONOMICAL JOURNEY AIMING TO REINVENT THE CONCEPT OF DINING

Motivated by our childhood
memories of outdoor dining
during holidays, we modernized
the nostalgic concept of kiosks,
adding a unique variety
of flavors from all around
the world. A food journey for
the daring ones.

*Tip: Stay hydrated and taste the liquid
experiments of the kiosk-bar.*

CORE (cont.)

A FASHION RUNWAY, ALWAYS EVOLVING

Fashion is all about evolution. That's the reason why we established a pop-up district that combines the apparel art of Greek designers with global clothing brands. We can promise it's always fashionably interesting, we can't promise it will always stay the same.

Tip: Experiment with your Grecian chic inner self.

AN INDIVIDUAL ORGANISM THAT EXHIBITS THE PROPERTIES OF WELLNESS

Our dream of vibrant days spent around a botanical garden, having a picnic or just laying in the green field meditating, while having the proper guidance. A multi-dimensional journey we created, aspiring to lead you to your inner peace.

Tip: Wear sunscreen.

AN ADVENTUROUS PLAYGROUND INDOORS & OUTDOORS FOR THE CURIOUS (LITTLE AND BIG) EXPLORERS

An adventurous playground indoors & outdoors for the curious (little and big) explorers. An exciting path through a climbing wall, feeling the thrill of the VR adventures, or just running around exploring new worlds, creating your own version of what excitement is.

*Tip: Don't be afraid to fall.
Don't forget to stand up.*

A CURATED SPACE WHERE CULTURE MEETS ENTERTAINMENT

Culture and fun are synonyms. To prove it, we curated a special outdoor program of aesthetically pleasant events with a unique line-up, workshops and masterclasses. Share the excitement of the various art forms and creation with your loved ones-no matter how old they are.

Tip: In case of urban nostalgia, don't

hesitate to visit the open-air cinema and concert venue. City cultural vibes under the blue sky.

"CORE IS THE CONJUNCTION OF REFINED EXPERIENCES"

Extra Tip: Enjoy yourself.

ADDITIONAL USEFUL INFORMATION

AIR CONDITIONING/HEATING

Independent air-conditioning/heating is available in all suites and villas Please keep all windows and doors closed for the proper function of the air-condition.

AIRLINES

Please contact the Concierge for scheduled airline and flight information.

BANK SERVICE - CURRENCY EXCHANGE

Banks are open from Monday to Friday 08:00 - 13:00 and located in Agios Nikolaos. Nearest ATM is located in Plaka 1.1 Km away from the hotel. Currency exchange available at the Reception desk.

CAR RENTAL

Please contact or visit the car rental desk available in the hotel next to the reception.

CHECK-IN TIME

Please note that on arrival day check in is available from 15.00.

CHECK-OUT TIME

Please note that on departure day, rooms should be checked-out by 11:00 am. Late check-out is subject to availability.

Please inform the Reception desk, two days prior of your departure, if you want to extend your check-out. Keep in mind that if you have booked late check-out, your key card must be reprogrammed after 11:00 am, therefore contact Reception for assistance. Before leaving the

hotel, please make sure that you have returned your key card to the reception and check that your bill has been settled.

CREDIT CARDS

All major cards are accepted: American Express, MasterCard and Visa. Personal cheques are not accepted.

DRINKING WATER

Tap water is drinkable. However, bottled water is available in all hotel bars and room service.

EXCURSIONS

For details on available excursions, please contact the Concierge desk.

FIRST AID

First aid kits are available at the reception, as well as all bars and restaurants. In case of an emergency, please contact the Reception desk.

FLOWERS

In case of request delivery please contact the Concierge desk.

HAIRDRYER

A hairdryer is available in your wardrobe. We kindly ask you to use it only in the room area and not in the bathroom for safety reasons.

LAUNDRY & DRY CLEANING

Laundry bags & price list can be found in your wardrobe. Please complete the laundry list, place the clothes in the bag provided and contact the reception desk to arrange collection.

Regular service: 48 hours

Ironing: 24 hours

Same day service: +50% surcharge



ADDITIONAL USEFUL INFORMATION (cont.)

For express service, please contact Reception desk as soon as possible. We regret there is no service on weekends or public holidays.

LOST & FOUND

For lost property please contact the Reception desk.

LUNCH BOXES

Please contact the Concierge to place your order a day in advance.

LIBRARY

You can borrow books from our mini library at the main bar.

MEDICAL SERVICES

In case of emergency, our hotel provides a 24hrs medical service*.

For further information, please contact the Reception desk.

**(extra charges apply).*

MAIL SERVICES / EXPRESS COURIER

Incoming mail will be delivered to your room. Express courier and postal services are available from the Concierge.

MESSAGES

All messages will be delivered and placed in your room.

ROOM SERVICE

Please contact the room service for any special requests.

MUSEUMS & ARCHAEOLOGICAL SITES

For further information contact the Concierge desk.

PARKING

Please park your car in the designated car park area and not in front of the hotel entrance. The hotel does not accept responsibility

for any damage to vehicles in the hotel premises.

PETS

The *Domes of Elounda, Autograph Collection* now offers a pet friendly policy and accepts dogs up to 6kg only for villas and residences. Your pet should have all the up to date recommended vaccinations and you agree to obtain and provide all current records from a licensed veterinarian. *Domes of Elounda, Autograph Collection* may request this information at any time.

PORTER

Please contact the Reception desk if you need assistance with your luggage.

SAFETY DEPOSIT BOXES / VALUABLES

A safety deposit box is available free of charge in every room. As the hotel does not take responsibility for unsecured personal valuables, it is recommended that you use the safety deposit box provided.

SWIMMING POOLS

10:00-18:00

The hotel features outdoor swimming pools. The family pool is at the Domes Plaza. The pool outside the main building is only for adults. Pools are closed after 18:00 hrs therefore swimming is not allowed after this time and during the night.

TAXI

For any request please contact the Reception desk.

TELEPHONE / FAX

A fully automated system allows you to call any telephone number around the world by dialing **9** for an external line and then the international code and the phone number. For further assistance please contact the Reception desk.

TELEVISION

Every room is equipped with Satellite TV. For details, please read the instructions that are available in your suite or villa.

WAKE-UP CALLS

Please contact the Reception desk to arrange for a wake-up call.

The management reserves the right to change the information included in this service directory, at any time and without notice. Depending on weather conditions, the hotel departments' opening hours may change (with or without prior notice).

PROPER ENVIRONMENTAL MANAGEMENT

*Proper environmental management and environmental protection are key objectives of **Domes of Elounda, Autograph Collection**.*

*The adoption and implementation of an environmental management system according to the International Standard EN ISO 14001:2015 in conjunction with involvement of employees, partners and particularly customers as well as teamwork, cultivating the right mindset on environmental management contribute to achieving the objectives of **Domes of Elounda, Autograph Collection** at present and in future.*

WHAT CAN WE DO?

- ▮ To close the windows when the heating or air conditioning is switched on.
- ▮ To turn off the lights before leaving the room.
- ▮ To take notice that sheets and towels are changed either on your request or in accordance with the frequency determined by the environmental policy of the hotel.
- ▮ To avoid the disposal of substances (e.g. fats, oils, toxic liquid waste) that could hinder the proper and efficient operation of biological wastewater treatment of the hotel complex.
- ▮ To separate waste following the best techniques that have been decided upon according to the environmental policy of the hotel. In each room there are two bins: In the trash bin located in the room, please collect the recyclable waste (glass, paper, aluminum, plastic); in the trash bin located in each sanitary facility, collect non-recyclable waste (toilet paper, organic waste).
- ▮ To call the room service for proper collection and removal if there is hazardous waste (e.g. toners, inks, refrigerating and electronic equipment, batteries, energy-saving light bulbs, pharmaceuticals, grease and electrical appliances).
- ▮ Not to let the water run unnecessarily while brushing your teeth or taking a shower. Please fill a glass with water, turn off the faucet and rinse your teeth.
- ▮ Not to use more sheets, blankets and towels than you really need.
- ▮ To completely switch off electronic devices instead of keeping them in standby mode. Unplug electronic appliances.
- ▮ To use public transportation for your mobility.
- ▮ To immediately ask for repair of leaking taps and water pipes.
- ▮ Not to smoke inside the rooms. Please use the balcony instead.

ENVIRONMENTAL & FOOD SAFETY POLICY

*Being aware of the importance of environmental protection for sustainable development providing high quality services and food safety management, the Management and staff of **Domes of Elounda, Autograph Collection** developed and implemented an environmental management system in accordance with the requirements of the International Standard ISO 14001:2015 and ISO 22000:2015, Green Key and Blue Flag.*

*It covers all activities of the hotel and in particular the accommodation services, catering and entertainment. Therefore, the administration of **Domes of Elounda, Autograph Collection** is committed to:*

- ▢ Seek continuous improvement by setting goals.
- ▢ Comply with all legislative and other requirements concerning its activities in relation to environmental aspects and other activities.
- ▢ Select the appropriate personnel and put effort in their continuous training and assessment.
- ▢ Assess the environmental impact of its activities in order to reduce or eliminate negative environmental impacts.
- ▢ Be active in every possible way to protect the environment and prevent pollution.

These guiding objectives are achieved by applying the Environmental Management System and Food Safety Management, the development of specific and measurable objectives, regular monitoring of environmental parameters controlling the efficiency of operations, the inspection of the System's performance and evaluating targets with the aim of increasing them.

*Based on these commitments, the administration of **Domes of Elounda, Autograph Collection** aims at:*

- ▢ Ensure all necessary resources to maintain and update the system and infrastructure improvements.
- ▢ Achieve a high level of customer satisfaction
- ▢ Implementing actions to save energy, reduce water consumption, reduce and properly manage waste.
- ▢ Updating all stakeholders involved in environmental activities in order to raise environmental awareness and participation.
- ▢ Implementing actions for the sustainable use of resources, adjusted in climate change and the protection of biodiversity and ecosystems.
- ▢ Continuous training of our personnel in order to raise environmental awareness and participation in the environmental management system.

TERMS AND CONDITIONS

1. DEFINITIONS

In these Terms and Conditions unless the context otherwise requires, the following expressions shall have the following meanings: "Accommodation Unit": the accommodation unit of any kind such as rooms, villas, residences, suites etc. that are being offered by the Hotel for overnight stay. "Accompanying Person": Any person travelling with the Guest and staying with them in the reserved Accommodation Unit overnight. "Check-in": the process of receiving and signing the Registration Card and receiving Accommodation Unit access. "Check-out": the process of leaving the hotel-room and giving back the Accommodation Unit access. "Direct Reservation": A reservation made for a booking via Hotel channels (website, email and/or phone). "Force Majeure": Any event beyond the control of the parties of an unpredictable and insurmountable nature that prevents either the Guest or the Hotel from fulfilling all or part of their mutual obligations. Cases of force majeure or fortuitous events are considered to be those that would usually be recognized by the jurisprudence of the Greek courts. "Grievance": any event or situation that is encountered by the Guest that hinders the enjoyment of their stay in any way "Guest": Any person that has checked in the Hotel and is staying overnight. "Hotel": The Hotel titled in the Registration Card. "Manager": A member of personnel with delegated authority. "Personnel": Persons employed by the Hotel. "Platforms": Third-party owned Web sites that provide travel services. "Terms and Conditions" or "T&C": The present Terms and Conditions "Tour Operator": Third Parties that provide tour services. "Trademarks": Markings that may or may not have been registered that are used by the Hotel to signify products or services. Wherever hereunder the term "Guest" is used generally, it is considered that it refers to both the Guest and any Accompanying Person.

2. SCOPE

2.1. Notwithstanding opposite explicit agreements between the Hotel and Guests, the present Terms and Conditions ("T&C") shall apply for all services provided by the Hotel to the Guest from the Check-in until Checkout.

2.2. Sub-contracting or sub-letting of Accommodation Unit, together with their use for any purposes other than accommodation is strictly prohibited.

2.3. The present T&C shall supersede any contrary general terms and conditions that Guest or Tour Operator has set.

2.4. Guest may seek to negotiate separate terms, in part or in whole, with the Hotel for issues that are regulated with these T&C. Such negotiation should be made known to the Hotel at least 60 days prior to the designated check-in date and concluded 30 days prior to the designated check-in date. It is at the discretion of the Hotel to accept the proposed changes, and if such a negotiation fails it shall be considered that the Guest agrees with the present T&C in their entirety. Failure of negotiation is not grounds for cancellation of a reservation

by the Guest. For every term not differentiated it shall be construed that the Guest is agreeing with all other terms.

3. REGISTRATION CARD

These T&C apply to the Guest whose name, surname and signature appear in the Registration Card and his/her Accompanying Persons for whom the Guest is considered that is acting as their representative. By signing the Registration Card the Guest declares that accepts the T&C as well as the Hotel's policies. During the check-in procedure persons that are EEA or EU nationals ought to produce national identification documents. Non-EEA or EU nationals ought to have a valid passport.

4. STAY PROVISIONS

4.1. Safety

Guests and Accompanying Persons ought to take all reasonable precautions for their own safety when they are in their rooms or circulating inside the Hotel's premises. Indicatively and not restrictively, Guests should be mindful of wet/slippery floor signs, glass doors or tables, vehicle circulation in the Hotel's internal road network, slippery floor near the pools, stairs, etc. The Hotel bears no liability for accidents caused by mere carelessness of the Guests.

4.2. Children

The following terms and conditions are not applicable where the Hotel adopts an "adult only" policy.

4.2.1. Unless they are attending the Hotel's Childcare Services, children under 14 years old should always be supervised by an adult.

4.2.2. For any damages caused (either to the Hotel, Personnel, or to other Guests) by Children of Guests the Guest who is related to the child shall be liable.

4.2.3. Likewise, any charges made by children of Guests while not under the supervision of their parents shall also be deemed to have been valid and binding to their parents as Guests.

4.2.4. Children that are attending the Hotel's Childcare Services are under the direct supervision of professional, qualified and experienced personnel operating the Hotel's Childcare Center. Childcare Personnel is specially trained by a certified, internationally recognized Consultancy and Training contractor of the Hotel. All childcare buildings, facilities and equipment of the Hotel are constantly checked and comply fully with all health and safety standards and all childcare related procedures are consulted upon and audited by the above mentioned Consultancy and Training Contractor.

4.3. Disabilities - Medical Conditions - Diseases

4.3.1. Guests with disabilities that require special considerations ought to make such considerations known to the Hotel at least at the check-in date.

4.3.2. If Guests have pre-existing medical conditions they should declare it during the check-in procedure. Medical conditions include but are not limited to: allergies, heart problems, skin diseases etc.

4.3.3. If it is medically ascertained that a Guest has an infectious disease, the Hotel retains the right to request their departure within 24 hours. If such a request is made by the Hotel, the Guest

has the right to request the refund (if it has been already paid to the Hotel) for the remainder of the days.

4.4. Harassment

Guests should not behave in a way that constitutes harassment to other guests or personnel. In this sense harassment may include (indicatively and not restrictively): comments about ethnicity, religion, sexual orientation, political beliefs, gestures, physical contact, sexual lewdness or any other behavior that is deemed as harassment by relevant legislation.

4.5. Loud behavior

Guests should be respectful of other Guests and not be unnecessarily loud during their stay. Voice volume of Guests and electronic devices (e.g. TV, radio, laptops) shall be kept to a minimum so as not to disturb other Guests. The present obligation includes both the Accommodation Unit and common areas, such as pools, restaurants, bars, lounge, etc.

4.6. Safety Deposit Box

4.6.1. The safety deposit box included in the Accommodation Unit may hold items (including cash) that are under 3.000 Euros of value.

4.6.2. With reference to the Safety Box manual of operation the Hotel does not assume any liability for missing items stored therein.

4.7. Food and Beverages (F&B)

4.7.1. Food and Beverages preparation inside the Hotel fully complies with all Health and Sanitary regulations.

4.7.2. Guests with allergies or any kind of ingredient intolerances are required to notify the Food and Beverage-handling Personnel of this issue and be mindful of the ingredients of the F&B that they purchase inside the Hotel.

4.8. Gym

4.8.1. All Guests that use the Gym declare that they do not suffer from an illness or injury that may be aggravated by the use of the Gym. Guests who suffer from injuries or illnesses that prevent them from exercising are not allowed to use the Gym. If they do engage in any kind of physical activity, the Hotel assumes no liability for potential accidents or injuries.

4.8.2. It is construed that all Guests that use the Gym are aware of the way that the Gym equipment they use works. In case the Guest is not familiar with the way the Gym equipment works, he is required to ask for help from the designated Personnel. The Hotel assumes no liability for any injury caused by the misuse of Gym equipment.

4.8.3. Young children under 18 years of age are allowed in the Gym only under the supervision of an adult.

4.8.4. Use of Gym equipment that requires sitting or lying on it is not allowed without the use of a personal towel.

4.8.5. Guests shall not leave personal items (i.e. cell phones, tablets, wallets) unattended at any time while at the Gym. Hotel assumes no liability for items lost or stolen in the Gym.

4.9. Swimming

Swimming and any other seaside activity in the sea or in public or in private pool should only be performed if Guests have swimming competency and are healthy to do so. In any case, the Hotel assumes no responsibility

TERMS AND CONDITIONS

4.9. Swimming (cont.)

whatsoever for any damage to health of Guests arising out of sea side activities.

4.10. Use of Pools (either Public or Private).

4.10.1. Use of the pools available, is only allowed to persons above 18 years old who are competent to swim or healthy to do so. Persons entering the swimming pool will be considered by the Hotel to have declared their competency to do so.

4.10.2. Persons under 18 should always be under the visual supervision of an adult.

4.10.3. Use of the swimming pools is not allowed while under the influence of drugs, alcohol or medications that inhibits physical ability.

4.10.4. Guests are required to be extremely careful when walking around the pools, especially when the floor is wet.

4.10.5. If special attention is required for Guests while swimming, it should be made immediately known to competent Personnel.

4.10.6. Hotel is not required to have a lifeguard present at the rooms' Private Pool areas. Guests and Accompanying Persons using the Private Pools acknowledge that, for privacy reasons, there will be no lifeguard on duty. Persons entering the Private Pools do so at their own risk and will be considered by the Hotel to have declared that they do not need lifeguard supervision.

4.10.7. Guests not following the above mentioned rules in any way regarding the use of swimming pools are waiving their rights to claim any sort of damages by the Hotel.

4.11. Club Cars

While being on the club cars, Guests ought to follow the driver's instructions and be appropriately careful.

4.12. Outdoor Activities

4.12.1. Hotel offers a variety of sports and other outdoor activities. Activities may indicatively include individual or team sports, games, athletic events and other leisure activities inside or outside the premises of the Hotel.

4.12.2. Guests and Accompanying Persons participating in Outdoor Activities declare that they are healthy and do not suffer from any allergy, illness or injury that may be aggravated by their participation in such activities.

Guests who suffer from allergies, injuries or illnesses that prevent them from exercising are not allowed to participate in Outdoor Activities. If they do engage in any kind of physical activity, the Hotel assumes no liability for potential accidents or injuries.

4.12.3. Young children under 18 years of age are allowed to participate in Outdoor Activities only under the supervision and constant presence of an accompanying adult.

4.12.4. Guests participating in Outdoor activities are considered to declare that they are aware of the potential risks of all outdoor activities (including transportation -when needed- from and to the Hotel) and that they participate willingly at their own risk. Guests are required to take all reasonable precautions for their own safety, follow the instructions given and report any problem to the competent

Personnel.

4.13. Internet Service

4.13.1. Internet service for use by Guests is provided "as is" by an internet service provider, therefore Guests are not guaranteed speed of internet access nor the continued use of internet access. The use of the internet service is not in any way designed for the conduct of business, and its scope is purely personal use only.

4.13.2. The Hotel may restrict access of the internet service if it is found that Guests are abusing the service. Abuse may include indicatively and not restrictively include, the downloading of single files over 1 GB per/8 hours, attempting to hack network infrastructure of the Hotel and/or attempting to access other Guests private devices through the Hotel network.

4.13.3. Use of the internet service is construed as a waiver of any responsibility of the Hotel.

4.13.4. The Hotel does not assume any responsibility from the use of the internet service regarding data security or privacy.

4.13.5. For posts on internet media (including but not limited to: blogs, Facebook, Twitter, Instagram et.al) it is forbidden to use distinctive markings of the Hotel in a way that may be misconstrued that the Guest is affiliated in any way with the Hotel.

4.13.6. Guests may not make defamatory statements on internet media for the Hotel or the Hotel, and/or Hotel Personnel.

4.14. Parking

4.14.1. Though the Guest may be offered a parking space in the Hotel garage or car park, this shall not form a contract for its safe keeping, even if a parking fee is paid.

4.14.2. Hotel bears no liability for any damages caused by other Guests' willful or negligent behaviour when driving inside the parking lot.

4.15. Due to privacy and security reasons, Guests are not allowed to use portable helicopter cameras or drones inside the premises of the Hotel.

5. General Liability

5.1. Disclaimer The Hotel and its vicarious agents shall, in accordance with statutory provisions, be liable for damages towards the Guest arising only from willful or grossly negligent behaviour. The same shall apply to damages to life, limb or health resulting from negligence. In cases of property and financial damages caused by negligence, Hotel and its vicarious agents shall only be liable if and when a fundamental contractual obligation been breached, however such liability shall be limited to foreseeable and contractually typical damages when the contract was entered into and anyhow are not exceeding the amount charged by the Hotel for accommodation; fundamental contractual duties being such, the fulfilment of which is substantial to the contract, and on which the customer may depend. Should any faults or shortcomings arise in the services provided by the Hotel, the Hotel will make every effort to correct this if the customer has brought these to its attention or made his objections promptly known. The Guest is obliged to make reasonable effort to

rectify any fault or minimize any possible loss or damage, and to bring any faults or damage immediately to the Hotel's attention.

5.2. If the Hotel does not insist on strict performance of the T&C or if the Hotel does not exercise or delays to exercise any rights or remedies available, this will not constitute a waiver of such rights and remedies or a modification of the T&C.

5.3. Neither party will be liable to the other party in the event of a breach of its obligations resulting from an event of Force Majeure. It is expressly agreed that Force Majeure suspends, for the parties, the execution of their reciprocal obligations and that each party shall bear the burden of the resulting costs.

6. Damages caused

6.1. Guests must take all reasonable precautions to avoid damage or interference with any property belonging to the Hotel. The Guest is liable for all inventory losses and damages caused by misuse, carelessness or negligence. Guests are requested to bring any damages to Hotel property to the Hotel's immediate attention by notifying Personnel. Malicious, wilful, or negligent damage or interference Hotel property will be regarded as a breach of the present T&C and the Hotel reserves the right to terminate the Guest's stay, withhold the deposit and / or charge the credit card on file for the restitution of the damages.

6.2. For any damage caused to property owned by other Guests, or Personnel by Guests, the Hotel reserves the right to seek damages if it is forced to reconstitute them. The Hotel will contact the Guest to recover the costs for any repair, replacement or specialist cleaning necessary.

7. Contracted Services

Several services are being provided to Guests by third-parties indicated by the Hotel but not directly by the Hotel (herein after "External Contractor"). Such services may indicatively but not restrictively include: transportation services (private taxis), excursions, water sports, spa and child care services. If the Guest does not make a separate arrangement with the contracted External Contractor, it shall be construed by default that they have elected to pay the Hotel which will then in turn pay the External Contractor. The External Contractors are not in any way affiliated to or mandated by the Hotel so the Guest establish a direct contractual relationship. The Hotel is acting only as authorized by the External Contractor for collecting the fees for the relevant service.

Hotel Guests using contracted services are waiving all responsibility of the Hotel from any damages arising out of their use.

8. Property

8.1. The Hotel reserves the right to charge Guests the cost of replacing any property owned by the Hotel that is removed from the Hotel by them without the Hotel's informed consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the Guest has departed, Hotel reserves the right to make a charge to the Guests credit/ debit card, or send an invoice for the amount to the registered

TERMS AND CONDITIONS

8. Property (cont.) address.

8.2. The Hotel assumes no liability for safekeeping of the Guest's personal items, unless it is explicitly agreed upon in writing. The Hotel is in no way liable for the loss of or damage to Guest's personal items that is not directly caused by Hotel's or its Personnel's acts or omissions.

9. Deposit for damages.

The Hotel may charge a deposit of up to ½ of the total rate paid (or to be paid) by the Guest to cover damages to the Hotel. Upon check-out the Hotel shall either return the sum within 15 days to the Guest (via the credit/debit card Hotel) or may elect to counterbalance it for charges arising from the use of Hotel or contracted services.

10. Personal Data

10.1. The use of a CCTV (Video Surveillance) system is in use in the entirety of the hotel premises for the safety of the Guests, Personnel and Hotel property.

10.2. Surveillance records are kept for security purposes for up to 15 days or 30 days in case of accident report.

10.3. Personal information (including but not limited to Name, Surname, email addresses, postal address, telephone numbers, Accompanying Person) of Guests may also be stored and used for marketing purposes by the Hotel or other connected entities.

11. Final Provisions

11.1. Superimposed

These T&C regulate the stay of the Guest in the Hotel's Hotel. Therefore they are superimposed over any agreement the Guest has made with a third party, and the Guests waives all rights to seek compensation from third parties for issues that arise out of these T&C under which the Guest would be responsible.

11.2. Guest Grievance Resolution

11.2.1. For any Grievance that arises during their stay Guests ought to reach out to Personnel to resolve their Grievance.

11.2.2. If the Grievance is not resolved, then the Guest ought to reach out or request from Personnel to speak to a Manager for their Grievance.

11.2.3. If the Grievance is not resolved again, the Guest has the right to fill out a write Grievance Report and deliver it to the concierge or a manager. If that is not possible it ought to be sent electronically (via e-mail) with the Subject: "Grievance Report- (Surname, Name)" to the Hotel's official email address referred in the Registration Card.

11.2.4. If the above mentioned procedure is not followed, any grievances that are reported after the checkout date shall not be recognized as such by the Hotel.

11.3. Acceptance and Waiver Signature of the Registration Card constitutes acceptance of the T&C and conclusion of the Check-out without any written observation to the contrary constitutes a full waiver of responsibility of the Hotel for any damages occurring from the stay at the Hotel.

11.4. Nullity

If any individual term of these T&C is deemed void, the validity of the remaining provisions shall not be affected thereby.

11.5. Applicable Law and Competent Jurisdiction

11.5.1. Applicable Laws of Greece and relevant EU Legislation are to be applied for the present T&C.

11.5.2. For any disputes arising out of these T&C in connection with their total or partial validity, execution, compliance or resolution, competent courts shall be the Courts of Thessaloniki, Greece.

PRIVACY POLICY

Preface

TOURISTIKAI EPICHIRISEIS DRIROS SA runs Domes of Elounda Hotel at Tsifliki, Elounda Region, Agios Nikolaos, Crete, Greece. Touristikai Epichiriseis Driros SA established in Greece, Tsifliki Region Elounda, Agios Nikolaos, Lasithi, Crete, Greece (Registration Number 024786341000) is the Collector of your Personal Data and in compliance with the Regulation EU 2016/679 of the European Parliament and the Council of 27 April 2016 applicable from 25 May 2018 renewed its privacy rules in order to achieve the most secure and safe data processing way.

Article 1. Definitions

1.1. «personal data» means any information relating to an identified or identifiable natural person (data subject) in particular by reference to an identifier such as name, gender, postal address, telephone number, email address, credit or debit card number other financial information in limited circumstances, language preference, date and place of birth, nationality, passport, visa or other government-issued identification data, important dates, such as birthdays, anniversaries and special occasion, membership or loyalty program data (including co-branded payment cards, travel partner program affiliations), employer details, travel itinerary, tour group or activity data, prior guest stays or interactions, goods and services purchased, special service and amenity requests, geolocation information, social media account ID, profile photo and other data publicly available, or data made available by linking your social media and loyalty accounts.

«personal data» means also data about family members and companions, such as names and ages of children, biometric data, such as digital images, images and video and audio data via security cameras located in public areas, such as hallways and lobbies, in our properties.

«personal data» means also guest preferences and personalized data («Personal Preferences»), such as your interests, activities, hobbies, food and beverage choices, services and amenities of which you advise us or which we learn about during your visit.

1.2. «Other Data» are data that generally do not reveal your specific identity or do not directly relate to you as an individual. To the extent Other Data reveal your specific identity or relate to you as an individual, we will treat Other Data as Personal Data. Other Data include browser and device data, app usage data, data collected

through cookies, pixel tags and other technologies, demographic data and other data provided by you, aggregated data.

1.3. «processing» means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

1.4. «restriction of processing» means the marking of stored personal data with the aim of limiting their processing in the future.

1.5. «profiling» means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements.

1.6. «pseudonymisation» means the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.

1.7. «binding corporate rules» means personal data protection policies on our group of enterprises engaged in the joint economic activity, including our employees.

1.8. «the purposes of the processing» is the service of hotel accommodation on our properties and other services strongly related to it such as on-property services and outlets, such as restaurants, concierge services, health clubs, child care services, and spas.

Article 2. The collection of Personal Data

We collect Personal Data from:

2.1 Online Services. We collect Personal Data when you make a reservation, purchase goods and services from our Websites, communicate with us, or otherwise connect with us or post to social media pages, or sign up for a newsletter or participate in a survey, contest or promotional offer.

2.2. Property Visits and Offline Interactions. We collect Personal Data when you visit our properties or use on-property services and outlets, such as restaurants, concierge services, health clubs, child care services, and spas. We also collect Personal Data when you attend promotional events that we host or in which we participate, or when you provide your Personal Data to facilitate an event.

2.3. Customer Care Centers. We collect Personal Data when you make a reservation over the phone, communicate with us by email, fax or via online chat services or contact customer service. These communications may be recorded for purposes of quality assurance and training.

2.4. Marriott Group, Owners of Marriott Group

PRIVACY POLICY

Article 3. The purpose of the processing (cont.)

3.4. Loyalty Programs. We use Personal Data and Other Data to offer and manage your participation in your global loyalty programs, as well as others that are specific to certain properties or tailored to your interests, send you offers, promotions and information about your account status and activities, assess your benefits, administer points earned through co-branded credit cards, manage your choices regarding how you wish to earn, track and use your points, we will use Personal Data and Other Data in this way with your consent, to manage our contractual relationship with you and/or because we have a legitimate interest to do so.

3.5. Sweepstakes, activities, events and promotions. We use Personal Data and Other Data to allow you to participate in sweepstakes, contests and other promotions and to administer these activities. Some of these activities have additional rules and may contain additional information about how we use and disclose your Personal Data. We suggest that you read any such rules carefully. We use Personal Data and Other Data in this way with your consent, to manage our contractual relationship with you and/or because we have a legitimate interest to do so.

3.6. Business Purposes. We use Personal Data and Other Data for data analysis, audits, security and fraud monitoring and prevention (including with the use of closed circuit television, card keys, and other security systems), developing new goods and services, enhancing, improving or modifying our Services, identifying usage trends, determining the effectiveness of our promotional campaigns and operating and expanding our business activities. We use Personal Data and Other Data in this way to manage our contractual relationship with you, comply with a legal obligation and/or because we have a legitimate interest to do so.

Article 4. The processing and sharing of personal data.

Our goal is to provide you with the highest level of hospitality and Services, and to do so, we share Personal Data and Other Data with the following:

4.1. Marriott Group, Owners and Franchisees. We disclose Personal Data and Other Data to the Marriott Group for the purposes described above, such as providing and personalizing the Services, communicating with you, facilitating the loyalty programs, and to accomplish our business purposes. Marriott International, Inc. is the party responsible for the management of the jointly-used Personal Data. We share your Personal Data and Other Data used for making a reservation with the applicable property to fulfill and complete your reservation. For more you can access directly

<https://www.marriott.com/about/privacy>

4.2. Strategic Business Partners. We disclose Personal Data and Other Data with select Strategic Business Partners who provide goods, services and offers that enhance your experience at our properties or that we believe will be of interest to you. By sharing data with these

Strategic Business Partners, we are able to make personalized services and unique travel experiences available to you. For example, this sharing enables spa, restaurant, health club, concierge and other outlets at our properties to provide you with services.

4.3. Service Providers. We disclose Personal Data and Other Data to third-party service providers for the purposes described in this Privacy Statement. Examples of service providers include companies that provide website hosting, data analysis, payment processing, order fulfillment, information technology and related infrastructure provision, customer service, email delivery, marketing, auditing and other services.

4.4. We will use and disclose Personal Data as we believe to be necessary or appropriate: (a) to comply with applicable law, including laws outside your country of residence; (b) to comply with legal process; (c) to respond to requests from public and government authorities, including authorities outside your country of residence and to meet national security or law enforcement requirements; (d) to enforce our terms and conditions; (e) to protect our operations; (f) to protect the rights, privacy, safety or property of the Touristikai Epichiriseis Driros SA, you or others; and (g) to allow us to pursue available remedies or limit the damages that we may sustain.

Principles relating to our processing of personal data.

Your Data are:

- (a) processed lawfully, fairly and in a transparent manner.
- (b) collected for the specified, explicit and legitimate purposes explained above and not further processed in a manner that is incompatible with those purposes.
- (c) adequate, relevant and limited to what is necessary in relation to the above purposes.
- (d) accurate and, where necessary, kept up to date.
- (e) processed in a manner that ensures appropriate security, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Article 5. Consent.

5.1. We process your data after your prior freely given, specific, informed and unambiguous statement or your clear affirmative action signifies agreement.

5.2. You have the right to withdraw your consent at any time.

6. Retention

We will retain your Personal Data for the period necessary to fulfill the purposes outlined in this Privacy Statement unless a longer retention period is required or permitted by law. The criteria used to determine our retention periods include:

- The length of time we have an ongoing relationship with you and provide the Services to you (for example, for as long as you have an account with us or keep using the Services)
- Whether there is a legal obligation to which we are subject (for example, certain laws

require us to keep records of your transactions for a certain period of time before we can delete them)

- Whether retention is advisable considering our legal position (such as, for statutes of limitations, litigation or regulatory investigations)

7. Security.

We seek to use reasonable organizational, technical and administrative measures to protect Personal Data. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of your account has been compromised), please immediately notify us in accordance with the "Contacting Us" section, below.

8. Rights.

You Can Access, Change or Suppress Your Personal Data. If you would like to review, correct, update, suppress, restrict or delete Personal Data that you have previously provided to us, or if you would like to receive an electronic copy of your Personal Data for purposes of transmitting it to another company (to the extent this right to data portability is provided to you by law), you can contact us at 0030 284 104 35 00 or by mail katerina.papadaki@ledrahotelsandvillas.com

In your request, please make clear what Personal Data you would like to have changed, whether you would like to have your Personal Data suppressed from our database, or other limitations you would like to put on our use of your Personal Data. For your protection, we only fulfill requests for the Personal Data associated with the particular email address that you use to send us your request, and we may need to verify your identity before fulfilling your request. We will try to comply with your request as soon as reasonably practicable. Please note that we often need to retain certain data for recordkeeping purposes and/or to complete any transactions that you began prior to requesting a change or deletion (e.g., when you make a purchase or reservation, or enter a promotion, you may not be able to change or delete the Personal Data provided until after the completion of such purchase, reservation, or promotion). There may also be residual data that will remain within our databases and other records, which will not be removed. In addition, there may be certain data that we may not allow you to review for legal, security or other reasons.

9. DPO.

Conforming ar. 37 and 38 of the GDPR, on regard to your best interest, Touristikai Epichiriseis Driros SA has designated Data Protection Officer who you may contact directly for your personal data protection matters at

dpo@ledrahotelsandvillas.com

12. Final Provisions.

Touristikai Epichiriseis Driros SA values you as our guest and recognize that privacy is important to you. We revise and update this Privacy Statement when any changes become effective. In any case, your use of the Services following these changes means that you accept the revised Privacy Statement. We remain at your disposal for any additional information using the above contact.



DOMES OF ELOUNDA

AUTOGRAPH COLLECTION®
HOTELS



DOMES OF ELOUNDA

AUTOGRAPH COLLECTION®
HOTELS

HOTEL DIRECTORY

PRIVACY POLICY

Article 2. The collection of Personal Data (cont.) and Franchisees. We collect Personal Data from Marriott Group, Owners of Marriott Group branded properties. We also collect Personal Data from Franchisees of Marriott Group branded properties.

2.5. Authorized Licensees. We collect Personal Data from companies when we enter into a license or similar agreement to sell goods and services.

2.6. Strategic Business Partners. We collect Personal Data from companies with whom we partner to provide you with goods, services or offers based upon your experiences at our properties or that we believe will be of interest to you ("Strategic Business Partners"). Examples of Strategic Business Partners include on-property outlets, travel and tour partners, time share partners, rental car providers and travel booking platforms

2.7. Your browser or device. We collect certain data through your browser or automatically through your device, such as your Media Access Control (MAC) address, computer type (Windows or Macintosh), screen resolution, operating system name and version, device manufacturer and model, language, internet browser type and version and the name and version of the Online Services (such as the Apps) you are using. We use this data to ensure that the Online Services function properly.

2.8. Your use of the Apps. We collect certain data when you download and use an App, such as App usage data, the date and time the App on your device accesses our servers and what data and files have been downloaded to the App based on your device number.

2.9. Cookies. We collect certain data from cookies, which are pieces of data stored directly on the computer or mobile device that you are using. Cookies allow us to collect data such as browser type, time spent on the Online Services, pages visited, referring URL, language preferences, and other aggregated traffic data. We use the data for security purposes, to facilitate navigation, to display data more effectively, to collect statistical data, to personalize your experience while using the Online Services and to recognize your computer to assist your use of the Online Services. We also gather statistical data about use of the Online Services to continually improve design and functionality, understand how they are used and assist us with resolving questions. Cookies further allow us to select which advertisements or offers are most likely to appeal to you and display them while you are using the Online Services or to send marketing emails. We also use cookies to track responses to online advertisements and marketing emails. If you do not want data collected with cookies, you can learn more about controlling cookies at: <http://www.allaboutcookies.org/manage-cookies/index.html>

You can choose whether to accept cookies by changing the settings on your browser. If, however, you do not accept cookies, you may experience some inconvenience in your use of the Online Services. You also will not receive

advertising or other offers from us that are relevant to your interests and needs. At this time, we do not respond to browser «Do-Not-Track» signals.

2.10. Pixel Tags and other similar technologies. We collect data from pixel tags (also known as web beacons and clear GIFs), which are used with some Online Services to, among other things, track the actions of users of the Online Services (including email recipients), measure the success of our marketing campaigns and compile statistics about usage of the Online Services.

2.11. Analytics. We may collect data through Google Analytics and Adobe Analytics, which use cookies and technologies to collect and analyze data about use of the Services. These services collect data regarding the use of other websites, apps and online resources. You can learn about Google's practices by going to www.google.com/policies/privacy/partners/ and opt out by downloading the Google Analytics opt out browser add-on, available at <https://tools.google.com/dlpage/gaoptout> You can learn more about Adobe and opt out by visiting <http://www.adobe.com/privacy/opt-out.html>

2.12. Adobe Flash technology (such as Flash Local Shared Objects ("Flash LSOs") and other similar technologies. We collect data through Flash LSOs and other technologies on some Websites to, among other things, collect and store data about your use of the Online Services. If you do not want Flash LSOs stored on your computer, you can adjust the settings of your Flash player to block Flash LSO storage using the tools contained in the Website Storage Settings Panel at http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html

You can also control Flash LSOs by going to the Global Storage Settings Panel @ http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager03.html

and following the instructions (which include instructions that explain, for example, how to delete existing Flash LSOs (referred to as "information" on the Macromedia site), how to prevent Flash LSOs from being placed on your computer without you being asked, and (for Flash Player 8 and later) how to block Flash LSOs that are not being delivered by the operator of the page you are on at the time). Please note that setting the Flash Player to restrict or limit acceptance of Flash LSOs may reduce or impede the functionality of some Flash applications, including those used with the Online Services. For more information, please refer to

<https://helpx.adobe.com/flash-player/kb/disable-local-shared-objects-flash.html>

2.13. Your IP Address. We collect your IP address, a number that is automatically assigned to the computer that you are using by your Internet Service Provider (ISP). An IP address is identified and logged automatically in our server log files when a user accesses the Online Services, along with the time of the visit

and the pages that were visited. We use IP addresses to calculate usage levels, diagnose server problems and administer the Online Services. We also may derive your approximate location from your IP address.

2.14. Aggregated Data. We may aggregate data that we collected and this aggregated data will not personally identify you or any other user.

Article 3. The purpose of the processing

We use Personal Data and Other Data to provide you with Services, to develop new offerings and to protect the legal rights of Touristikai Epichiriseis Driros SA, the property of Domes of Elounda, and our guests. In some instances, we will request that you provide Personal Data or Other Data to us directly. If you do not provide the data that we request, or prohibit us from collecting such data, we may not be able to provide the requested Services. We use Personal Data and Other Data for our legitimate business interests, including the following:

3.1. Provide the Services you request. We will use Personal Data and Other Data to manage our contractual relationship with you, because we have a legitimate interest to do so and/or to comply with a legal obligation. We use Personal Data and Other Data to provide Services you request, including:

- To facilitate reservations, payment, send administrative information, confirmations or pre-arrival messages, to assist you with meetings and events and to provide you with other information about the area and the property at which you are scheduled to visit

- To complete your reservation and stay, for example, to process your payment, ensure that your room is available and provide you with related customer service

- To support our electronic receipt program. When you provide an email address in making a reservation, we use that email address to send you a copy of your bill. If you make a reservation for another person using your email address, that person's bill will be emailed to you, as well. You can opt out of receiving your bill via email and instead receive a paper copy by contacting the front desk.

3.2. Personalize the Services according to your Personal Preferences. We will use Personal Data and Other Data to provide personalized Services according to your Personal Preferences either with your consent or because we have a legitimate interest to do so. We use Personal Data and Other Data to personalize the Services and improve your experiences, including when you contact our call center, visit one of our properties or use the Online Services, to customize your experience according to your Personal Preference and to present offers tailored to your Personal Preferences.

3.3. Communicate with you about goods and services according to your Personal Preferences. We will use Personal Data and Other Data to communicate with you with your consent to manage our contractual relationship with you and/or because we have a legitimate interest to do so. We use Personal Data and Other Data to send you marketing communications and promotional offers, as well as periodic customer satisfaction, market research or quality assurance surveys.

