



Allgemeine Geschäftsbedingungen des Anbieters Cretanholidays

Terms and Conditions

These are the conditions of booking from Greekholidays.travel. The contract between the parties is made on the terms outlined herein. Because our Terms & Conditions contain legal obligations, we encourage you to read them carefully. They form the basis on which bookings are accepted by GREEKHOLIDAYS.TRAVEL and you agree to be legally bound by these terms, which shall take effect immediately. GREEKHOLIDAYS.TRAVEL may change on-line these Terms & Conditions at any time.

Details

Prices: Prices are based on known costs at May 2014 and are subject to change without notice. Prices listed on GreekHolidays.travel site are per person unless otherwise specified. All mentioned prices include local taxation and have no hidden costs

Prices do not include: (Unless stated) Gratuities to guide, driver, personal items, lunches and drinks. Gratuities are at your discretion and are really appreciated if given.

Payment: GreekHolidays.travel accept VISA and MASTERCARD and there is no extra fee for processing credit card payments. Full payment by credit card is required to make a reservation. Payment will be listed as GreekHolidays.travel on the credit card statement. No refunds are available once a tour or service has commenced.

Printer: Please ensure you are able to present the ticket/voucher on the service day. It is vital for operational reasons. Be sure you have either a printed version or you are able to present it using the screen of your smart phone/tablet.

Drivers: For operational reasons you will be dropped back at convenient stops, depending on the traffic conditions. Our drivers will do their best to drop-off at your hotel or as near as possible unless stated otherwise. Our guide will be happy to assist and advise you.

Smoking: Smoking is not permitted but all tours make frequent stops.

Food and Drink: In the interest of the safety and comfort of all passengers, we ask you not to bring hot food or drinks onto the coach.

Clothing: Entrance to churches and monasteries visited in our tours is not allowed to gentlemen and ladies with no proper outfit.



Children age 4-12 years: Children under seventeen must be accompanied by an adult. Infant 1-3 years free, seating on the lap of their parent.

Seniors: Age 65 years and over. Passport should be shown on the day of travel.

Pick up points: We provide our pick up points during the booking procedure.

Cancellations:

1) Cancellations by customers:

- No cancellation fee applies up to 48 hours cancellation prior to service day
- 50% cancellation fee applies for cancellation 48-12 hours prior to service day
- No Refund for cancellation less than 12 hours to service day or Non Shows

2) Cancellations by GREEKHOLIDAYS.TRAVEL or its suppliers:

We reserve the right to cancel any of the services, without any penalties beyond offering a full refund.

Gift Certificate: Gift certificate are non-cancellable and are non-refundable.

Lost property: Whilst every effort is made to return lost property, GreekHolidays.travel cannot be held responsible for property left on the coach. Property found must be collected from our office, 201 Mafsolou St. Nea Alikarnassos Heraklion Crete.

Personal insurance: Is not included.

Luggage: Overnight Tours the allowance is one suitcase not exceeding 20kg (44lb) in weight. A small amount of hand luggage is permissible. Luggage is carried at the passengers own risk and must be collected by the client.

Tour information: While touring, please note that seats are on a first come first serve basis. We may, at our discretion, require any person to withdraw from any tour if we deem their acts or conduct offensive or a nuisance to other passengers, and we shall have no further liability. We reserve the right to cancel any tours due to lack of demand and also to use vehicles as dictated by demand. We also reserve the right to alter at any time any price, place visited, itinerary or hotel owing to unforeseen circumstances. Every endeavour will be made to advise passengers in advance of any alterations which are deemed necessary. In the event of any passenger not being carried for any cause whatsoever, no liability will be accepted by the operators beyond the refund of the fares. Should the passenger fail to arrive or arrive late at the starting point or during the tour, then no liability whatsoever can be entertained.



Voucher / ticket: You will receive a personalized GREEKHOLIDAYS.TRAVEL Voucher for each tour. You must provide the original, authentic Voucher to the appropriate service provider in order to redeem your tour.

Special Offers: All offers displayed on the website can only be booked on-line.

Passports & visas: A Passport valid for all countries to be visited must be carried and it is your responsibility to ascertain from your Travel Agent what visas are required.

What the prices include: This is specifically stated on each tour web page.

Third Party Products: Tickets bought through third party suppliers may carry a different set of terms of conditions for which we are not responsible.

General conditions: Each tour operates to sufficient demand. In the event of "Places of Interest" being closed, or road conditions en – route prevent the tour as advertised being operated, every endeavor will be made to substitute an alternative, but the company reserves the right to cancel or alter arrangements.

No servant or agent of ours can vary our conditions and any such purposed variation shall be of no effect unless it has been signed by one of our directors. All matters concerning this booking shall be subject to Greek Law.