

Terms and Conditions

INSIDERS TRAVEL EXPERIENCES PRIVATE COMPANY TERMS AND CONDITIONS OF COOPERATION

INTRODUCTION

These terms and conditions apply to all services offered by 'Insiders Travel Experiences Private Company', trading as 'Athens Insiders' (VAT #: 800514523 Tax Authority: ST Athinas, GNTO Registered number 126706603000), whose registered office is at 5 Apollonos St. Syntagma, 10557 Athens, Greece.

By making a booking with us you confirm your acceptance of these terms and conditions.

In these terms and conditions:

“we” or “us” or “our” means 'Insiders Travel Experiences Private Company', “you” means the “**Participant**” any person taking part in the tour.

A. BOOKING AND PAYMENT

A.1 BOOKING PROCESS

A.1 Booking requests are made by sending us a completed Booking Request Form or an Inquiry email. Upon receipt of a Booking Request Form/ Inquiry email we will process your request and contact you for confirmation. We will reserve your service on the basis of these terms and conditions.

A.2 OUR PRICE POLICY, PAYMENT TERMS AND SURCHARGES

A.2.1 The prices are in Euros.

A.2.2 Themed tours and Day tours payments must be cleared no less than 4 days before the starting of the service agreed.

A.2.3 In cases of special requests, tailor made solutions, Multi day trips or groups over 8 participants we will request a booking deposit of 30% of the total cost. In such cases deposits are payable at the time of booking and are necessary for the final confirmation of our services.

A.2.3.1 In case of Multi-day tours bookings including accommodation the balance of the total price is to be settled no more than 21 days prior to the starting date of the service.

A.2.3.2 In case of Multi-day tours bookings without accommodation the balance of the total price is to be settled no more than 7 days prior to the starting date of the service

A.2.4 In case of special arrangements we reserve the right to alternate the terms of payment. This will be noted on our financial offer and/or on our proforma invoice. Payment terms noted on a proforma invoice are valid for the per se booking and overrule the terms stated on this document.

A.2.5 Payment of deposits and final payments can be made by direct credit transfer into our bank accounts. Please note that if a credit transfer incurs bank charges they will have to be covered by you.

A.2.6 We accept Visa/Mastercard payments through Eurobank's LivePay e-payment system, which incurs 1.5% transaction fees.

A.2.7 We accept AmEx payments through Paypal. In case of a Payment through Paypal, the full amount of the transaction cost is to be covered by you.

B. CHANGES AND CANCELLATION BY US

B.1. IF WE CHANGE YOUR ARRANGEMENTS BEFORE THE TOUR

B.1.1 We expect to be able to provide you with all the services we have confirmed to you. However given the nature of our tours, you are expected to be flexible and accommodate the possibility of alternative arrangements having to be made, even at the last minute and without prior notice. Please note that itineraries are a guide only and may be subject to change. In the vast majority of cases any changes will be regarded by us as minor changes. However, if we consider them a "Significant Change" we will advise you as soon as possible. A Significant Change includes, by way of example, a significant change of destination arising otherwise than as a result of circumstances beyond our control.

B.1.2 In the case of a Significant Change before the tour we will provide you with three alternatives:

B.1.2.1 alternative arrangements of equivalent or of very closely similar standard and price, if available, or

B.1.2.2 alternative arrangements of a lower standard together with a refund of the difference in price; or

B.1.2.3 cancellation of the tour with a full refund of all monies paid.

In all 3 cases, compensation will be paid as detailed in clause D.1 below unless the change occurs as a result of circumstances beyond our control where clause D.2 will apply.

B.2 IF WE CANCEL YOUR ARRANGEMENTS

B.2.1 In the unlikely event we need to cancel arrangements we will tell you as soon as possible. However we will not cancel your arrangements less than 21 days before the tour unless it is for a reason outside our control as provided in clause D.2.

If we have to cancel your tour arrangements we will provide you with three alternatives:

B.2.1.1 alternative arrangements of equivalent or of very closely similar standard and price, if available, or

B.2.1.2 alternative arrangements of a lower standard together with a refund of the difference in price; or

B.2.1.3 cancellation of your tour arrangements with a full refund of all monies paid.

In all 3 cases, compensation will be paid as detailed in clause D.1 below unless the change occurs as a result of circumstances beyond our control (in which case clause

D.2 will apply) or we cancel as a result of your failure to pay your booking deposit.

C. CHANGES AND CANCELLATION BY YOU

C.1 IF YOU CHANGE YOUR BOOKING

C.1.1 If you want to change the tour you have booked in any way you must inform us in writing as soon as possible. We will try to help you, although we cannot guarantee that we will always be able to do this as changes are subject to availability at the time.

C.1.2 Where we can make a change, we will charge for any additional services, facilities, or other items changed, at the price which applies on the day the change is made. We do not charge a rate for changes.

If you have a special request (including dietary requirements), we will do our best to help, but we cannot guarantee it. We promise to comply with any special request which we have specifically agreed to and confirmed in writing.

C.2 IF YOU CANCEL YOUR BOOKING

C.2.1 If you wish to cancel a day tour booking you must write to us. Cancellation and refund policy for is as follow:

Cancellation up to 4 days before the tour: Full refund minus bank or credit card charges.

Cancellation up to 3-2 days before the tour: 50% refund.

Cancellation up to 24hrs or no show: No refund

C.2.2 If you wish to cancel a Multi-day tour booking you must write to us. Cancellation and refund policy for is as follow:

Cancellation up to 45 days before the tour: 100% Refund

Cancellation up to 44-30 days before the tour: 75% refund.

Cancellation up to 29-15 days before the tour: 25% refund.

Cancellation up to 14 days or no show: No refund

C.2.3 Given the nature of our tours, different cancellation policy might be applied on special occasions. In any such case, cancellation & refund terms will be mentioned on your offer. Cancellation & refund terms noted on a proforma invoice are valid for the per se booking and overrule the terms stated on this document.

D. COMPENSATION AND LIMITATION OF OUR LIABILITY TO YOU

If the tour you have booked fails to be provided by us or our suppliers we will pay you compensation.

D.1 Our liability to you shall be limited to a maximum of the cost payable to us by you for your tour. Compensation will be paid within thirty (30) days following the date the tour was scheduled for.

D.2 We will not be liable where any failure in the performance of the tour is due to:

D.2.1 you; or

D.2.2 a third party unconnected with the provision of the tour arrangements and where the failure is unforeseeable or unavoidable; or

D.2.3 unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. These include unavoidable technical problems with transport, war or threat of war, civil strife, strikes, demonstrations, industrial disputes, natural disaster, bad weather, epidemic or terrorist activity.

E. INSURANCE POLICY

Allianz Hellas Insurance Company S.A. certifies that “Insiders Travel Experiences” is insured by our Company against Third party Liability for Bodily Injuries or Death (including compensation for pain and suffering, moral distress) or Material Damage to third parties, which may occur during organized activities in Greece by the insured and which are caused by negligent acts or negligent omissions of the insured, according to the terms and conditions of our policy No 20009932.

It is also covered Bodily Injuries or Death caused by food poisoning during Cooking Courses organized by the insured.

“Insiders Travel Experiences” is not responsible or liable for loss, damage or theft of luggage or personal belongings, illness, disappointments or frustrations while on tour, nor is “Insiders Travel Experiences” responsible for any type of trip interruption due to weather and other unforeseen circumstances. To avoid charges for cancellation due to covered reasons, we highly recommend the purchase of comprehensive trip insurance.

Should you wish to purchase travel insurance we have listed a number of providers here:

- Columbus Direct: www.columbusdirectuk.co.uk
- World Nomads: www.worldnomads.com
- American Express: www.americanexpress.com
- Allianz: www.allianztravelinsurance.com

Insiders Travel Experiences P.C. will not be held responsible for the services of other companies.

F. PRICING

Our prices are subject to change without notice. Customers that have already made a purchase are not obliged to pay the difference in case of an increase in prices. Insiders Travel Experiences P.C. are not liable for refunding the difference in the case of price reduction.

Prices include local taxes. Prices do not include tips, personal expenses or personal insurance.

G. PERSONAL INSURANCE

Personal insurance is not included. It is your responsibility to take out appropriate travel insurance. Although “Insiders Travel Experiences” and its representatives will always strive to ensure safe and enjoyable completion of its tours they cannot be held responsible for the personal safety of participants. Each participant shall be fully responsible for his/her personal health, medical needs and safety.

Allianz Hellas Insurance Company S.A. certifies that “Insiders Travel Experiences” is insured by our Company against liability for Bodily Injuries or Death (including compensation for pain and suffering, moral distress) or Material Damage to third parties, which may occur during daily organized activities by the insured and which are caused by negligent acts or negligent omissions of the insured, according to the terms and conditions of our policy No 20009932.

It is also covered Bodily Injuries or Death caused by food poisoning during Cooking Courses organized by the insured.

“Insiders Travel Experiences” is not responsible or liable for loss, damage or theft of luggage or personal belongings, illness, disappointments or frustrations while on tour, nor is “Insiders Travel Experiences” responsible for any type of trip interruption due to weather and other unforeseen circumstances. To avoid charges for cancellation due to covered reasons, we highly recommend the purchase of comprehensive trip insurance.

All matters arising are subject to the laws of the Hellenic Republic without regard to its conflict of law provisions.

BY REGISTERING FOR THIS PROGRAM THE PARTICIPANT AGREES TO THE RESPONSIBILITY STATEMENT AND LIABILITY DISCLAIMER AND THE TERMS AND CONDITIONS HEREIN.