

# Regulations

## § 1 Initial provisions

The tour operator is Ecotravel Kefalonia, available at the address [www.ecotravelkefalonia.com/](http://www.ecotravelkefalonia.com/)

The company is run by Agata Biedna & Aris Nikai, entry number to the Greek Ministry of Tourism EOT: 0458E60000126401

Office address: Επαρ.Οδ. Αργοστολιού - Λακίθρας, Πεσσάδων, Metaxata 28100 Argostoli, Kefalonia, Greece (building of the Ionian Center for the Arts and Culture)

## § 2 Definitions

1. Client - a person who participates in the Organized Tour, which programme is available on the Organizer's website.
2. Organizer - The tour operator is Ecotravel Kefalonia, available at the address [www.ecotravelkefalonia.com](http://www.ecotravelkefalonia.com). The company is run by Agata Biedna, entry number to the Greek Ministry of Tourism EOT: 0458E60000126401
3. Regulations - these site rules, effective from the moment the Customer sends the Booking Form to the end of the Tour.
4. Order – declaration of Customer's will, submitted via the Booking Form, by phone or in person at the company's headquarters.
5. A trip - an event organized by the Organizer, lasting no more than 24 hours, taking place in Greece.
6. Reservation Form/ Booking Form - a form available on the Organizer's website, necessary to register the Customer in the Organized Tour.
7. Sales Agreement - a sales contract for a trip concluded or concluded between the Customer and the Trip Organizer via the website, by phone or in person at the company's headquarters.

## § 3 Contact with the Organizer

Internet address of the Organizer: [www.ecotravelkefalonia.com](http://www.ecotravelkefalonia.com)

Company headquarters address: Επαρ.Οδ. Αργοστολιού - Λακίθρας, Πεσσάδων, Metaxata 28100 Argostoli, Kefalonia, Greece (building of the Ionian Center for the Arts and Culture)

The Organizer's e-mail address: [ecotravelkefalonia@gmail.com](mailto:ecotravelkefalonia@gmail.com), [info.ecotravelkefalonia@gmail.com](mailto:info.ecotravelkefalonia@gmail.com)

Phone number: 00306994775750

Contact by phone with the Organizer is possible every day from 8:00 to 22:00 (Greek time)

## § 4 General information

1. According to the Offer available on the website, the Organizer has only private tours in its offer on Kefalonia – tours for 2-7 participants and Ithaca – tours for 4-7 participants. Private tours don't have strictly designated routes – during contact with the Customer we try to build special, individual adventure program. The organizer ensures the receipt of participants from a specific collection point - Argostoli (or hotels, if such an appendix has been established in the Agreement)
2. Meeting point - all tours start in the city of Argostoli in a specific location - office address - P. Valianou 11. For people accommodated up to 10 km from the city of Argostoli - transport to the meeting point is free. Collection from places located more than 10 km from the city of Argostoli - for an additional fee established in the Agreement.
3. Canceling a trip - each trip can be canceled due to too few participants. The customer is notified by phone, no later than 12 hours before the start of the trip. In this situation, neither the Organizer nor the Customer shall bear any costs.
4. Changes in the program - changes in the program may occur as a result of any weather changes that make the trip impossible (eg too strong wind that prevents access to the beach, storm, earthquakes, rainfall). Each tour program may be modified upon request and with the consent of all participants.
5. Booking a trip - Reservation a trip is done by filling in the Booking Form on the website by the customer, by phone or in person at the company's headquarters.
6. Methods of payment - payment for trips booked through the Booking Form on the website or by phone and organized by the Organizer directly takes place via Internet transfer or the PayPal quick payment system in Euro currency. Payment for trips booked in person at the company's headquarters - in cash or with a card in Euro currency.
7. Payment date for the booked trip - payment for the booked trip must be made up to two weeks before the date of the trip, otherwise the reservation will be canceled (in some cases the amount can be paid on the tour day)
8. Discounts - for trips organized by the Organizer directly:  
Discounts for Private tours:
  - children 2-12 years old
  - children less than 2 y.o – free
9. Additional fees - these are fees not included in the price of the trip, eg entrance fees to the caves, meals and drinks in restaurants and cafes, additional transfer fee from the place of accommodation to the meeting point.

## **§ 5 Resignation and complaint**

1. Customer's cancellation of trips before making a payment - the Customer may at any time sign out of the trip. None of the parties incurs financial costs.
2. Customer's cancellation of trips after making a payment of all amount or the advance payment (20% of the trip amount) - the customer may sign out of the trip without giving a reason. If it notifies the Organizer about 48 hours (according to Greek time), the entire paid amount will be refunded . If he notifies the Organizer up to 24 hours (according to Greek time) before the start - 50% of the paid amount will be returned. If the Organizer notifies in less than 24 hours (according to Greek time) from the beginning of the trip - the amount paid will not be refunded. The above options apply to both dependent and client-independent situations (in a situation where the client can negotiate independently).
3. Complaint - the Customer is entitled to submit a written complaint which will be considered within 10 working days. The client may apply for a **partial** refund of the trip costs.
4. Filing a complaint - the customer may file complaints via e-mail, or writing directly at the office, within 24 hours of the trip ending time.
5. Changing the trip - the customer is entitled to change the purchased trip to another. When changing a cheaper trip to a more expensive one, the Customer is obliged to cover the difference in costs. When changing a more expensive trip to a cheaper one, the Organizer returns the difference in costs to the Customer. The trip can be changed up to 48 hours before it begins.

## **§ 6 Privacy policy**

1. Downloading data - the company collects customer data for booking purposes: name and surname, e-mail address, phone number, date of arrival and departure, place of accommodation. These data are necessary to make a reservation and later contact with the client. Customer's personal data is not shared with third parties, only employees of the company have access to them.
2. Placing the image on the website - placing photos or videos (only on the company's website or on the social media profiles of the company) with the image of the customer is possible only with his consent. Photos with the image of the customer are not shared with third parties.
3. The Organizer's website uses so-called files „cookies” that serve only for statistical purposes of the company.

## **§ 7 Rules during the trip**

1. No drinking alcohol and smoking in the vehicle during the tour.
2. People under the influence of alcohol will not take part in the trip.
3. The Organizer is not responsible for the actions and damage of health of participants under the influence of alcohol.
4. Aggressive and drunk participants will be sent back to the accommodation at their own expense.
5. Prohibition of using profanity towards participants and working people.
6. Pandemic: wearing a mask during travel in the vehicle is mandatory.