

Regulations

§ 1 Initial provisions

The tour operator is Ecotravel Kefalonia, available at the address 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. 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

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, 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 will be on the tour day, in cash (euro)

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

Discounts on trips are granted to children between 2 and 12 years old, i.e. who are 2 years old on the day of the trip, but are not yet 12 years old (according to their birthday) - the discount is 50%.

Children under 2 years old, i.e. those who are under 2 years old on the day of the trip (according to their birthday) go for free.

9. Additional fees - these are fees not included in the price of the trip, eg entrance fees to the caves, boat cruises, meals and drinks in restaurants and cafes, additional transfer fee from the place of accommodation to the meeting point (for groups less than 4 participants)

§ 5 Resignation and complaint

1. Customer's cancellation of trips for more than 48 hours before the tour start - the Customer may at any time sign out of the trip. None of the parties incurs financial costs.

2. Customer's cancellation of trips - the customer may sign out of the trip without giving a reason. If it notifies the Organizer for more than 48 hours before trip date (according to Greek time) there will be no cancellation fee. If he notifies the Organizer for less than 48 hour before trip date (according to Greek time) – the customer must pay the total amount of the reservation. 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 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.
7. 15 Minutes Rule : During the tour (for larger groups/minibus tour) you will have free time, the length of which will be determined by your guide. He will ask you to arrive at a specific place, preferably a few minutes ahead of time. If the participant does not contact the pilot to inform about the delay, the 15-minute rule applies: If the participant does not show up at the appointed time, the guide will contact him by phone after 5 minutes. In case the participant does not answer the calls, the guide will wait another 5 minutes and send a message informing about the departure of the group. If after another 5 minutes there is still no contact from the participant, it is tantamount to breaking the contract between the Customer and the Tour Organizer, which results in the departure of the rest of the group and the return of the Customer to the place of accommodation at his own expense.