

## Regulations for the 2024 season

### § 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.
8. Preliminary reservation - a reservation of a selected date and number of places. The preliminary reservation obliges you to pay the advance payment (50% of the total amount). Preliminary reservation may be canceled without giving a reason up to 48 hours before the start date of the tour – in this case you will get refund.

If the Customer does not contact us within 48 hours before the trip to cancel/change the trip to another one, the initial reservation is considered binding and obliges the Customer to pay part of the trip amount – **in this case, the advance payment is not refundable.**

For a period shorter than 48 hours before the trip, it is not possible to cancel it without incurring financial responsibility - in the case of people with health problems, a medical certificate must be

presented (see § 5). By making a preliminary reservation, the Customer accepts the Organizer's regulations.

9. Confirmation of the trip - a few days (usually 2-3 days) before the planned date of the trip, an office employee contacts the client to confirm the trip, provide the pick-up time from the hotel and confirm the client's participation. If the Client does not respond to messages/phone calls/emails asking for confirmation of participation in the trip, he is still obliged to contact the Organizer to resign from participation in the trip and is financially responsible for cancellation less than 48 hours before the start of the trip.

### **§ 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 offers trips to Kefalonia and Ithaca - trips in small groups of 6-7 people (or smaller - Private option). The routes and program of the trips are provided on the Organizer's website. It is also possible to change the programs, but only after prior arrangement of details between the Client and the Organizer. The Organizer ensures that participants will be picked up from a specific meeting point - Argostoli (or hotels, if such an addition has been established in the Agreement).

2. Meeting point - all tours start in the city of Argostoli at a specific place or, after prior arrangement with the Client, at his place of accommodation.

3. Cancellation of the trip due to an insufficient number of participants - each trip may be canceled due to an insufficient number of participants, the Customer is informed about this by phone or e-mail, no later than 24 hours before the start of the trip. In such a situation, neither the Organizer nor the Customer incur any costs.

4. Changes in the program - changes in the program may occur as a result of any weather changes that make it impossible to carry out the Trip (e.g. too strong wind preventing reaching a given beach, storm, earthquakes, rainfall). Each tour program may be modified at the request and with the consent of all participants.

### **§ 5 Reservation and payment for the trip:**

1. Reservation of a trip - Reservation of a trip is made by completing the Reservation Form on the website by the Customer, by phone, e-mail or via Messenger/Whatsapp. By making a reservation, the Customer declares that he accepts the Regulations and undertakes to make the payment on the day of the trip.

2. Methods of payment - payment for trips booked via the Reservation Form on the website, by phone, e-mail, via Messenger/Whatsapp and organized by the Organizer is made: via credit card (50% of the total amount) in the day of preliminary reservation, and the rest - directly in cash in euro on the day of the trip.

3. Payment deadline for the booked trip - the advance payment (50% of the total amount of the tour) is made on the preliminary reservation day, the rest of the amount - on the day of the trip, in cash in euro.

4. Discounts - for trips organized directly by the Organizer

- children 2-12 years old

- children under 2 years of age - free of charge

Explanation: Discounts on trips are available to children between 2 and 12 years of age, i.e. who are 2 years old on the day of the trip but are not yet 12 years old (according to their birthday).

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

5. Additional fees - these are fees not included in the tour price, e.g. entrance tickets to caves, ferry tickets on the Argostoli - Lixouri - Argostoli route, fee for meals and drinks in restaurants and cafes, fee for additional transfer from/to the place of accommodation (applies to groups of less than 4 people).

## § 6 Resignation. Trip cancellation. Shortening the trip. Changes in the sightseeing program.

1. Customer's resignation from the trip - the customer may resign from participating in the trip without giving a reason. If he notifies the Organizer of this fact up to 48 hours before the start of the trip - the advance payment will be refunded. If Customer notifies the Organizer in less than 48 hours before the start of the trip - **the advance payment will not be refunded.**

The above options apply to both situations dependent and independent of the Client (in a situation beyond the Client's control/health, negotiations are possible after presenting a medical certificate).

2. Changing the trip - The customer has the right to change the purchased trip to another one. 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 refunds the difference in costs to the Customer. The tour may be changed up to 48 hours before its start.

3. The organizer has the right to cancel the trip if there are not enough participants. Participants who have made a reservation are informed about this fact up to 24 hours before the start of the trip. If such an option is available, the Participant may be offered a different tour date or an alternative sightseeing program (Private version).

4. The organizer has the right to cancel the trip at any time in the event of unfavorable weather conditions (heavy rain, cyclones) or natural disasters (e.g. earthquake). In such a case, the Organizer may propose a new date for the trip to the Participants.

5. In sudden, random cases, the Organizer has the right to shorten the tour program. In such a case, the Customer has the right to reduce the price for the trip (in proportion to the time by which it was shortened).

6. Resignation from the Trip after it has started - after the start of the Trip, the Customer may resign from participation in it at any time. The client is obliged to return to his/her place of accommodation at his/her own expense and is not entitled to a refund.

7. Changes in the sightseeing program after the start of the Trip - the Organizer has the right to change points in the sightseeing program after the start of the Trip and replace them with others. If this is the result of random situations for which the Organizer is not responsible, the Participant cannot seek financial compensation. If this is a consequence of other circumstances and the replacement points of the program have not been completed, the Participant has the right to reduce the price of the trip.

## **§ 7 Privacy Policy**

1. Data collection - the company collects the Customer's data for reservation purposes: name and surname, e-mail, telephone number, date of arrival and departure, place of accommodation. These data are necessary to make a reservation and subsequently contact the customer. The Customer's personal data is not made available to third parties, only the company's employees have access to it.

2. By making a Reservation, the Customer declares that the data provided by him is true (consistent with the data contained in the identity document - passport or ID card).

3. Placing the image on the website - placing photos or videos (only on the company's website or on the company's social media profiles) with the Client's image is possible only with the Client's consent. Photos with the Client's image are not made available to third parties.

4. The Organizer's website uses so-called files. cookies that are used only for the company's statistical purposes.

## **§ 8 Complaints:**

1. The customer has the right to submit a written complaint no later than 14 days after the end of the trip.

2. The complaint should be sent to the Organizer's e-mail address: [info.ecotravelkefalonia@gmail.com](mailto:info.ecotravelkefalonia@gmail.com) and include the details from the Reservation (name and surname, contact telephone number, e-mail address, trip date, place of accommodation, sightseeing program) as well as the reason for submitting the complaint. (Complaints do not apply to any changes in the tour program resulting from accidental circumstances (including bad weather conditions), for which the Organizer is not responsible).

3. The Organizer has 14 days to consider the Complaint.

### **§ 9 Limited liability of the Organizer:**

1. The organizer is not responsible for random events and situations, e.g. weather phenomena, disasters, high waves on beaches, fires, road conditions, including road works.
2. The organizer is not responsible for the conditions in the visited restaurants, taverns, cafes and tasting places.
3. The organizer is not responsible for the length of queues, waiting times and conditions at tourist attractions.

### **§ 10 Rules during the trip:**

1. You are not allowed to drink alcohol or smoke tobacco products in the vehicle during the trip.
2. Participants who arrive at the meeting point under the influence of alcohol will not take part in the tour.
3. The organizer is not responsible for any damage or damage to the health of people under the influence of alcohol or other substances.
4. Aggressive and/or drunk participants are obliged to arrange return to their accommodation at their own expense.
5. It is forbidden to use profanity towards other participants and employees.
6. 15-minute rule: During the tour, you will have free time, the length of which will be determined by the 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 guide to inform about the delay, the 15-minute rule applies: If the participant does not arrive at a given place at the appointed time, the guide will contact him or her by phone after 5 minutes. If the participant does not answer the phone, the guide will wait another 5 minutes and send a message informing about the group's departure. If after another 5 minutes there is still no contact from the participant, this is tantamount to terminating the contract between the Client and the Tour Organizer, which results in the departure of the rest of the group and the Client's return to the place of accommodation at their own expense.