

## Terms & conditions of use

between the **user** (User, you) and the Operator of this website (Operator, we). Please read these terms and conditions of use (Terms and Conditions) before using this Website and making any booking. Your use of this Web site constitutes your agreement to all such terms, conditions, and notices, as stipulated below and updated by us from time to time. If you do not agree with the terms and conditions then you are not authorised to, and must not use this Website.

### Rates

All rates displayed on our Website are total for the duration of the WHOLE STAY/SERVICE and for THE TOTAL REQUEST, as per the search criteria input by you (not per person or day). Prices include service charges and might or might not include local taxes. Breakfast and/or other meals are not included unless otherwise stated. Some hotels/Travel Suppliers may charge additional local taxes, which are payable on the spot

### Vouchers

Vouchers you receive from us will entitle you to use the pre-paid services, strictly as specified in the voucher in terms of particular hotel/service, period of services and type of services. All and any extras/alterations to the above are at your sole discretion, those as well as additional personal charges, such as but not limited to, phone bills, laundry, room service, insurance and/or upgrades etc. will be settled by you directly with hotel/service provider on the spot.

### Hotel accommodation

- Hotel information appearing on our pages is strictly as provided by the hotels themselves, and/or the Travel Suppliers and we are not liable for any omissions, errors, lack of or incorrectness of any part thereto. Hotel ratings, hotel information, maps and images displayed on this website are intended as a guideline only and are not binding upon us in any manner
- "Run of house" - guest rooms are allocated by hotels upon check-in at hotels' sole discretion. Special requests such as non-smoking rooms, adjoining or interconnecting rooms, high or low floors etc, will be forwarded by us to the hotel/travel supplier but cannot be guaranteed.
- In most hotels normal check-in time is 15:00 hours and check-out time is until 11:00 a.m.
- Late arrival – hotels keep the rooms booked for you until 6:00 p.m. local time on the day of arrival. If you are arriving to the hotel after this hour, you must advise us at the time of booking by providing your estimated arrival time. Should you fail to do so hotels will have the right to resell the room, and might not be able to accommodate you when you arrive. Providing us with the "late arrival" information is your responsibility, and we will not be held liable for any problems arising out of your failure to do so.
- Please be aware that hotels are under renovation from time to time. Hotels take all possible steps to limit disruption to their guests. We will not accept complaints, or requests for refunds, if a hotel is carrying out renovations whilst a guest is resident.
- Room types - SGL (rooms with one single bed); TWIN/DBL (rooms with one double or two separate single beds); TRPL /accommodating 3/ & QUAD /accommodating 4/ - may consist of twin or double bed/s/ plus extra bed or two double beds. Extra beds are usually rollaway and not full size. In most hotels NO additional bedding is provided for a child where the child is free or at a reduced price, sharing twin/dbl room with adults and breakfast may be charged for child on departure.
- In the majority of non-European hotels, rates for triple and quad rooms apply to one room with two double beds. If an extra bed is required then an additional charge may be applied which should be paid directly to the hotel as it may not be possible to reserve prior to check in.
- In many hotels no additional bedding is provided for a child where the child is either free or at a reduced price and breakfast may be charged for the child on departure. If a child requires a bed of their own you must request a triple and no child discounts will apply.
- In increasing number of hotels worldwide, and particularly in the USA/Canada, you may be charged direct at rack rate, or accommodation may be refused, if you fail to present a valid voucher for all guests arriving. Therefore you must make sure that, if the reservation is for more than one room, all travellers' first and family names are provided by yourselves at the time of booking, and printed on

the voucher.

- Contracts with hotels are based on our travel suppliers selling to the leisure market. Should any guest on arrival be found to be a corporate client, the hotel/service provider has every right to waive the supplier's booking and charge the guest direct at the full rack rate. We cannot accept any responsibility if the client/you has a corporate rate agreement with the particular hotel/chain, and the hotel/service provider refuses to honour our booking.
- **Complaints must be reported to the hotel/service provider on the spot. We will not be liable for any compensation for a problem which could have been rectified during the clients stay, had the hotel/service provider been made aware of it.**

### **Fairs and Special Events**

Certain periods such as international and local exhibitions, trade fairs, congresses, conventions, holidays, sporting events etc. tend to attract high occupancy and rates for hotels and services. These periods are accompanied by special terms and conditions imposed by hotels/travel suppliers, generally there might be requirements for minimum stay, high rates (usually exceeding normal rack rates), longer cancellation and prepayment terms etc.

### **Group Reservations**

Group bookings are subject to longer cancellation terms and early prepayment. You will be advised of the particular terms for each group booking upon confirmation from suppliers. Should you fail to comply with payment deadlines booking will be automatically cancelled and we will not accept any subsequent claims and/or complaints from you. Hotels usually regard party of 10 pax and over as a group.

If you book online on our system more than 10 pax/rooms as separate reservations, the hotel might, upon discovering party arrive and stay together refuse to honor these reservations at our FIT rates and/or cxl terms, and either cancel the rooms or impose higher rates/aggregated terms, at their sole discretion. You should therefore not make group bookings by splitting them into FIT reservations. Whenever such cases are discovered, we will be obliged to follow the hotels' decisions and instructions, which might among other consequences incur such rooms being cancelled, or rebooked at higher rates and longer cxl terms. In such cases we will bear no liability whatsoever towards yourselves and/or co-travelling clients.

### **Cancellations, amendments, claims, service provision limitations**

- In the event that you make any alteration to your booking (including, but not limited to, cancellations, refunds, amendments and name changes), we reserve the right to charge you an administration fee of EUR 15 per person to cover the administration costs incurred by us. These charges do not include any charges imposed additionally by the Travel Supplier or hotel. Credit card fees, booking fees and any fees paid for delivery of paper tickets and documents are non-refundable in the event of cancellation.
- Cancellation deadlines apply for each particular booking request and depend, among other factors, on the service type, the travel supplier, dates of travel etc. The cancellation deadline will be provided together with your booking confirmation, except as detailed in special cancellation alterations below, where it will be provided by us at the time of receiving notice from the hotel/travel supplier. If you cancel past the current deadline, or fail to show up at the hotel/service provision point ("no-show"), you will be charged a minimum of 1 night/day/unit cost of each service, and up to 100% of the total amount booked, depending on the hoteliers/travel suppliers' policies
- In certain cases (mostly but not restricted to, during fairs, congresses, sports and other special events, high occupancy periods etc.) some hotels/travel suppliers might impose longer cancellation deadlines, which will be provided to you with the booking confirmation, or subsequently as we are made aware of such by the Travel Suppliers, and the latter will be binding. If you are not in agreement with variances to the cancellation conditions as reflected, upon our notice to you, you will have the right to cancel your booking within 24 hours without incurring any charges.
- All and any cancellation or amendment requests must be made in writing, preferably online on the

Website. We will not process any of your requests made by phone, and the original status of the bookings will be deemed accurate and applicable for all purposes, including charges and your payments obligations

- If a hotel overbooks itself it will offer alternative accommodation for the clients. We will advise you immediately, upon receipt of such notice from the hotel/supplier, and you will be free to accept or decline and cancel the reservation with us within 24 hours. We will bear no further liability towards yourselves and/or other co-travelling clients. Should you wish to re-book a different property at a higher price, you will be liable for the additional cost.
- **VERY IMPORTANT:** Any amendments or cancellations of bookings must be done via us and NOT the hotel/travel suppliers themselves. Should you fail to do so, full charges will apply for the services booked through us, and regardless of your dealings with the hotels/service providers directly.
- If you decide to shorten/partially cancel services while you are already using them (e.g. shorten your hotel stay and leave earlier than booked, it is highly advisable that you obtain a signed consent in writing from an authorized representative of the hotel/service provider that they will not be charging for the unused part of the services. This will facilitate our claim for refund on your behalf. In the absence of such document we will not be able to guarantee any refunds, and the full services cost as paid or payable to us will stand. All extensions and extra services outside the scope of the original vouchers provided by us, will be handled and paid by yourself directly on the spot, and we will not be held liable in any way for such dealings, which are fully at your sole discretion
- Notwithstanding the above, all and any refunds must be confirmed by the hotel/Travel Supplier first, and we will not be able to refund you if we do not receive refund from hotel/travel supplier for any reason whatsoever

## Payments

Unless you have a special payments agreement with us, all bookings must be prepaid by credit card, prior to cancellation deadline, or at the time you request any travel documents (e.g. hotel or car rental vouchers, flight tickets etc. documents for any travel products and services booked, whichever date is earlier

Before payment is received in full, we or the Travel Supplier is not obliged to issue any tickets, confirmations, vouchers, or other travel documents. However, you shall in all cases remain liable for payment of the amounts for the travel products and services ordered and booked.

If your credit card is declined we will make every effort to contact you. Finally, if you are unable to fulfill payment your booking will be cancelled on cancellation deadline.

## Liability Disclaimer

We act only as an intermediary in making arrangements for hotels, transportation or any other travel services and do not assume any responsibility for the travel products and services provided by the final Travel Supplier and make no representations or warranties (express or implied) about the suitability or quality of travel products and services featured on this Website.

Information, software, products and services presented on this website may include inaccuracies or typographical errors. We do not make any guarantee or representation as to the accuracy or proprietary nature of site content, and disclaim liability for inaccuracies relating to the information and description of all products displayed on this website. Hotel ratings displayed on this website are unofficial and intended as a guideline only. We, our affiliates and suppliers do not guarantee the accuracy of the ratings. All services and products presented on this website are supplied by Independent contractors/Travel Suppliers and are not agents or employees of the Operator.

We are not liable for the acts, errors, omissions, representations, warranties, breaches, or negligence of any such suppliers or for any personal injuries, death, property damage, or other damages or expenses resulting therefrom. We have no liability and will make no refund in the event of any delay, cancellation, overbooking, strike, force majeure, or other causes beyond their direct control, and they have no responsibility for any additional expense, omissions, delays, re-routing or acts of any government or authority. We make no representations about the suitability of site content for any purpose, and the inclusion or offering for sale of any products or services on this website does not constitute endorsement or recommendation. All site

content, products, and services are provided "as is" without warranty of any kind. We and our suppliers hereby disclaim all warranties and conditions with regard to site content, products, and services, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title, and non-infringement. You waive and covenant not to assert any claims or allegations of any nature relating to any direct, indirect, punitive, incidental, special, or consequential damages arising out of, or in any way connected with, the use of this web site or with the delay or inability to use this web site, or for any information, software, products, and services obtained through this website, whether based on contract, tort, strict liability, or otherwise, even if we have been advised of the possibility of damages.

**Indemnity**

You agree to defend and indemnify us and/or our suppliers and any of their officers, directors, employees and agents from and against any claims, causes of action, demands, recoveries, losses, damages, fines, penalties or other costs or expenses of any kind or nature including but not limited to reasonable legal and accounting fees, brought by third parties as a result of your breach of these Web Site Terms, Conditions and Notices or the documents referenced herein, your violation of any law or the rights of a third party or your use of this Website.

**WE STRONGLY RECOMMEND THAT YOU TAKE OUT INSURANCE FOR ANY TRAVEL ARRANGEMENTS YOU MAKE**

We reserve the right to change or update the Terms and Conditions relating to use of the Website from time to time without prior notice to Users. The current version of the Terms and Conditions will be displayed within the Website from the date on which any changes come into effect. Continued use of the Site following any changes to the Terms and Conditions shall constitute your acceptance of such changes.

The terms "we", "us", "our/s" refer to the operator of this website, the terms "you", "your", "yours" refer to the users of this website.