



HELLENIC HOLIDAYS, INC.

THE EXPERTS TO GREECE AND THE GREEK ISLANDS

TERMS & CONDITIONS

RESERVATION PROCESS

Your Trip Application: A non – refundable retainer in the amount of \$150 per person is required with the completion of your registration form to proceed with the construction of your vacation blueprint.

Your Confirmation of Services: Once you review and accept our itinerary by letter or e-mail, a per person deposit in the amount of \$600 is necessary to proceed with your booking. Of this deposit, \$ 250 per person is non-refundable. Upon receipt of the required deposit, Hellenic Holidays will immediately book your travel arrangements. If travel dates are within 60 days of this reservation request, full payment is required to proceed with services. The receipt of your deposit and/or final payment will indicate that you have read these Terms and Conditions, and that you have agreed to them. Late reservations (those received less than 30 days prior to departure) will be charged an additional \$95 on the final itinerary to cover addition costs. Applicants residing outside the United States will not be accepted. Wedding requests must be made a minimum of three months prior to departure.

COSTS/PAYMENTS

Tour prices: This tour is based on 2013 prices and tariffs. The foreign exchange rate in effect is (\$1= .80 Euros). It is impossible to foreshadow accurately fluctuations in exchange rates or increases to the cost element of your travel arrangements such as airfare, fuel, airport charges, entrance fees, and other service providers' tariffs. In the event of such fluctuations or increases affecting the prices which we pay for transportation, entrance fees, and services generally, we reserve the right to adjust our prices as may be necessary at any time up to your departure. This tour is based on (2) passengers in double occupancy. If the number of travelers changes, the cost will change also. In addition, if the dollar depreciates more than 5%, we reserve the right to debit your account for additional costs up to 10 business days after receipt of final payment. Further, the price of each travel package is based on the given itinerary and service list, including specific hotels for travel during the time you requested. Note: Services have NOT been confirmed pending your approval of our vacation blueprint. All services are based on availability at the time of booking, thus prices may need to be adjusted as travel dates are determined and services are confirmed. Accommodations in our recommended packages have been chosen in consultation with you to reflect your needs and preferences for charm, service, location and cost.

Deposit & Payment: A \$600 per person deposit (\$250 per person is NON refundable) is required to proceed with your booking. Your retainer will additionally be applied toward your trip. This deposit doesn't include your travel insurance premium. Your final payment is due 60 days prior to departure. Reservations are subject to cancellation if final payment is not received by the due date. If you wish to purchase additional services from Hellenic Holidays as you travel, your signature on your registration form authorizes us to charge your credit card for the agreed upon cost of those services as well as any change fees that may apply. Payments must be made in U.S. funds by personal or company check, bank check, cash, or credit card (American Express, VISA and MasterCard). Please make checks payable to Hellenic Holidays, Inc.

Cancellation and Refund: All cancellation and refund requests must be received in writing by Hellenic Holidays. Cancellation or refund dates are computed from the date of receipt of written notification. All cancellations are subject to an administration fee of \$175 per person if received 90 days or more prior to departure or sailing date, \$350 per person if received between 89 to 29 days, 75 % of tour price if received 28-10 days and non refundable if 9 days or less. Additionally, any cancellation fees imposed by the respective hotels, airlines, tour companies and cruise lines will be charged. The travel insurance premium is non-refundable. Hellenic Holidays must normally make substantial payments to suppliers far in advance of the scheduled departure date. In the unlikely event that a trip must be canceled due to force majeure (acts of God, war, labor strikes, earthquakes, flooding etc.) we will promptly refund the portion of the trip cost not advanced to suppliers and use our best efforts to recover and refund the balance as promptly as possible. Hellenic Holidays does not guarantee recovery of any or all of the advance payments made and our best efforts to recover these payments will not include the institution of any legal proceedings in foreign jurisdictions. In addition, Hellenic Holidays is not responsible and will not refund any additional expenses you may have incurred should a trip be canceled (i.e. purchase of non-refundable airline tickets, visa fees, equipment or additional accommodations). We are not responsible for any costs incurred to travel delays, flight cancellations, or sickness.



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TERMS & CONDITIONS- Continued

SUPPLEMENTAL DETAILS

Change of Service Policy: All requests for deviation from the given itinerary and services must be submitted in writing. In addition, once services are booked any requested changes will incur a minimum fee of \$75 plus any cancellation fees charged by suppliers. For example, once Domestic Greek or Turkish Air and ferry tickets have been issued, changes may incur penalties imposed by the carrier.

Extension: If you wish to extend your travel at the beginning or end of the stated itinerary, we would be happy to assist you with those arrangements. Contact us for information.

Cruises: All cruise cabins have private facilities. All tours are based on minimum inside cabins with two lower beds. Supplements for higher category cabins than provided are available. Port charges and shore excursions are additional. Shore excursions may be purchased at time of reservation.

Insurance: Tour participants are strongly recommended to purchase insurance for trip cancellation, trip interruption, accident, sickness and/or loss of baggage and personal effects.

Itinerary Changes: As travel arrangements are made far in advance and unforeseen circumstances may require last minute adjustments, we reserve the right to change the itinerary for any reason at any time. In addition, all sailing itineraries are weather permitting.

Luggage Requirements of Domestic Greek and or Turkish Airlines: If your itinerary includes domestic flights in Greece or Turkey, be aware that the baggage allowance for international flights is generally greater than the allowance for domestic flights. Contact us for additional information.

Travel Documents: U.S. citizens are required to have a valid passport. For U.S. Citizens, no visa is required for travel in Greece. For U.S. citizens, a visa is required for travel in Turkey. Your visa can be obtained at the airport or port of entry. It is the responsibility of each individual participant to make sure of all of his/her legal documents necessary for travel is valid. It is generally necessary for your passport to be valid for six (6) months beyond the date of your return to the United States.

Excursions and Sightseeing: All excursions are specified in respective tour packages and will be provided with deluxe motor coaches and locally escorted by English speaking guides. Most entrance fees to places visited are included.

Gratuities: Tipping to guides, drivers, transfer personnel, and hotel staff is left to the discretion of the participants and is not included. Gratuities for cruise staff is pooled and suggested gratuities can be advised.

Travel Kit: Our Platinum service includes a comprehensive travel kit that includes your final itinerary, restaurant recommendations and brochures of the areas to be visited. As the time for your vacation nears, we will provide a detailed itinerary with hotel addresses and phone/fax numbers and a list of emergency contact numbers along with a Hellenic Holidays document case with all applicable airline tickets and hotel vouchers and Hellenic Holidays luggage tags to facilitate baggage handling.

Concerns: As you travel, if you should encounter any difficulty with any of the arrangements that Hellenic Holidays has made for you (i.e. hotel, transfers, excursions etc.) please address your concerns first to on-site personnel (e.g. the hotel manager, car rental company representative). If your concern is not dealt with to your satisfaction, please then contact our in country representative. It is very difficult to assist you if you have not reported your concern immediately at the time that a problem has occurred.