

## Customer service contact information:

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### Postal address:

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## Website terms of use

### A. Terms of Use for Real Holidays websites

Terms of use for Real Holidays websites, [www.realholidaysgreece.com](http://www.realholidaysgreece.com), [www.realholidays.gr](http://www.realholidays.gr) are trading names of Ioannis Arrenopoulos travel agency (Real Holidays). Please read these terms & conditions of use ("Terms & Conditions") before using the [www.realholidaysgreece.com](http://www.realholidaysgreece.com), [www.realholidays.gr](http://www.realholidays.gr) web sites ("Sites"). You consent to these Terms & Conditions when you use these "sites" directly or indirectly through the web sites of our affiliates, without qualification. If you disagree with any part of the Terms & Conditions, you may not use these "sites" in any way. Any reference to 'You' includes any employees, agents or persons accessing and using these web "sites" to purchase or book any Product and any reference to includes its affiliates and suppliers.

We are an enterprise registered in **Greece**. Our business and the services we offer are governed by the applicable laws of Greece. No warranties and/or representations of any kind, express or implied, are given as to the compliance of the information shown on these web "sites", the services offered by or on behalf of us, any information relating to such services and our business in any respect with any laws of any other country. Access to these "sites" is conditional on your agreement that all information contained in it and all matters which arise between you and us will be governed by the applicable laws of Greece. Access is further conditional on your agreement that any dispute or matter which arises between you and us will be dealt with exclusively by the Greece. Real Holidays reserves the right to deny access to the "sites" at any time without notice.

These web "sites" are offered to you (the customer) conditional on your acceptance without modification of the terms, conditions, and notices contained below. Your use of these web "sites" constitutes your agreement and notices. In particular:

You accept financial responsibility for all transactions made under your name or account.

You must be 18 years of age or over and have legal capacity.

You warrant that all information you provide about yourself or anyone else shall be true and accurate.

These "sites" must not be used for speculative, false or fraudulent bookings.

These web "sites" are for your personal and non-commercial use. The content and information on these web "sites" (including, without limitation, price and availability of travel services), as well as the infrastructure used to provide such content and information, is proprietary to Real Holidays, or its suppliers and providers. Accordingly, as a condition of using these web "sites", you agree not to use these web "sites" or their contents or information for any commercial or non-personal purpose (direct or indirect). While you may make limited copies of your travel itinerary (and related documents) for travel or services purchased through these web "sites", you agree not to modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell or re-sell any information, software, products, or services obtained from these web "sites". In addition, whether or not you have a commercial purpose, you agree not to:

(i) access, monitor or copy any content or information of these web "sites" using any robot, spider, scraper or other automated means or any manual process for any purpose without express written permission of Real Holidays.

(ii) violate the restrictions in any robot exclusion headers on these web "sites" or bypass or circumvent other measures employed to prevent or limit access to these web "sites";

(iii) take any action or use any device, routine or software that imposes, or may impose, in the discretion of Real Holidays an unreasonable or disproportionately large load on the Real Holidays infrastructure or which inhibits or interferes with the running of technology platform Real Holidays uses on its web "sites" or any booking concluded upon it, or,

(iv) deep-link to any portion of these web "sites" (including, without limitation, the purchase path for any travel services) for any purpose without express written permission of Real Holidays

The transmission of threatening, defamatory, pornographic, political, or racist material or any material that is otherwise unlawful is expressly prohibited.

Real Holidays reserve the right to deny access to these "sites" at any time as it may be affected by outside factors outside of our control.

Specific terms & conditions will apply to your reservation and purchase of travel-related goods and services that you select – see '[Terms](#)'. You agree to abide by the terms or conditions of purchase imposed by any supplier with whom you elect to deal, including, but not limited to, payment of all amounts when due and compliance with all rules and restrictions regarding availability of fares, products, or services. You shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use of these web "sites".

For persons who are resident in the any country in the world, the applicable booking and purchase conditions are those which appear on the relevant product pages and within the Booking Agreement/Booking Conditions and you must read these before confirming your booking or purchase. All bookings and purchases are also subject to the general information appearing on our web "sites" and product descriptions. We recommend you print a copy of our applicable booking conditions, privacy policy and this additional information together with all other relevant details relating to your chosen holiday or travel arrangements prior to making a booking with us.

Booking and purchase conditions contain limitations and exclusions of liability to any person(s) who books and/or takes any of the holidays and/or travel arrangements advertised on these "sites". Cancellation charges are applicable if a booking or other purchase is cancelled after it has been confirmed, according to the purchase cancellation policies displayed on our web "sites".

No warranties, promises and/or representations of any kind, express or implied, are given as to the accuracy of any of the information contained on these "sites" or as to the nature, standard, suitability or otherwise of any services offered by us or on our behalf. We shall not be liable for any loss or damage of whatever nature (direct, indirect, consequential or other) which may arise as a result, directly or indirectly, from the use of any of the information or material contained in these "sites" and/or use of or access to any other information or material via web links from these "sites" or any inability to access or use these "sites". These exclusions of liability apply only to the extent permitted by law and, except for information or material accessed via "sites" or supplied by an identified Third Party, where consistent with our applicable booking conditions. If any of these exclusions, in whole or part, is found to be unlawful, void or for any other reason unenforceable, that exclusion or part of the exclusion shall be deemed severable and shall not affect the validity or enforceability of the other exclusion(s) or part(s) of the exclusion(s) in question.

Real Holidays may change any aspect of these "sites" or its content, including the availability of any suppliers, features, information, database or content.

Without prejudice to the foregoing provisions, we are entitled to the benefit of any applicable exclusions and/or limitations of liability permitted by the laws of any country found to be applicable to the information shown on these "sites" and/or any services offered by us or on our behalf.

The information and/or prices shown on these "sites" are updated from time to time and therefore may have changed by the time you come to book your holiday or travel arrangements. Whilst every effort is made to ensure the accuracy of all such information and prices, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen holiday or travel arrangements (including the price) at the time of booking.

Whilst every effort is made to ensure the accuracy of all information and prices displayed on these "sites", regrettably errors do occasionally occur. In the event that an incorrect price has been entered in error, any booking made based on such incorrect price will not be valid. You will be advised of the mistake at the earliest opportunity and you will then have the option either to pay the correct price for the travel arrangements or to cancel and receive a full refund of any monies you may already have paid.

The carriage of passengers and their baggage is subject to provisions of international conventions (as amended if applicable) national legislation and the carriers conditions of carriage.

The copyright in the material contained on these "sites" including but not restricted to the Real Holidays brand, the Real Holidays logo, Real Holidays website domains ([www.realholidaysgreece.com](http://www.realholidaysgreece.com) & [www.realholidays.gr](http://www.realholidays.gr) , website graphics, website content, videos and images belongs to its licensors or Real Holidays. The material may only be used for your own personal use for non-commercial purposes. We reserve the copyright and all proprietary rights in these "sites" and all content.

Other company and product or service names displayed on these "sites" may be the trademarks of their respective owners. You are not granted any right or license to use any trademarks.

We do not accept any liability in respect of your ability to access or use these "sites" at any time or for any interruption in that access or use or for any failure to complete any transaction. Despite all security measures to reduce risk of computer hazards, we do not warrant that these "sites" are free from computer viruses or other similar risks that may cause loss or damage.

These web "sites" may contain hyperlinks to other web sites operated by parties other than Real Holidays. Such hyperlinks are provided for your reference only. Real Holidays does not control such other web sites and is not responsible for their content. Real Holidays inclusion of hyperlinks to such other web sites does not imply any endorsement of the material on such other web sites or any association with their operators.

Real Holidays may offer a facility allowing users of these web "sites" to post reviews, comments and other material in relation to products like hotels, tours and activities or any other bookable service ("User Materials"). You disclaim any proprietary rights you may have in such User Materials, and the same may be freely used, copied, distributed and made available in any medium and in any form by Real Holidays or its affiliates without your permission. Where this posting facility is offered, you expressly agree only to submit User Materials that are appropriate to that service, complying with these User Terms and Conditions and also any accompanying guidelines made available on these web "sites". You agree to indemnify Real Holidays and its affiliates for all damages, losses, costs and expenses in relation to claims brought by any third party against Real Holidays or its affiliates arising out of or in connection with breach of these Terms of Use in relation to such a service.

Specifically, by using such a service, you represent and warrant that:

- a) you own or otherwise control all of the rights to the User Materials that you post;
- b) as at the date of posting, the User Materials submitted are accurate;
- c) User Materials that you supply do not breach any Real Holidays Terms of Use, guidelines or policies (as applicable from time to time);
- d) you will not intentionally or recklessly post information that could cause injury or offend any person or their business and in particular: you will not post any comments, information or material that is untrue; malicious; defamatory; abusive; obscene or could reasonably be taken as such;
- e) you will not act in any way to deceive or mislead and will not engage in or encourage any fraudulent or illegal activity;
- f) you will not to post or distribute any information or material that is owned by any third party without the express written consent of such party to do so;

Real Holidays does not edit the User Materials submitted and to the fullest extent permitted by law will not be in any way responsible or liable for such User Materials or their subsequent posting, use or distribution. In addition, does not verify, endorse or approve the views or comments expressed in any User Materials which are the personal views of the individuals submitting them. Any decisions made on the basis of reviews or comments appearing on the service are taken at your own risk.

Real Holidays or its affiliates reserve the right for any reason in its sole discretion to refuse to post or remove (without notice) any User Materials. Amongst other things, this includes situations where Real Holidays or its affiliate receives a third party complaint and/or has reason to believe that there has been a breach of these Terms of Use.

If you have a complaint about any reviews, comments or material posted on these web "sites" you should put such complaint in writing (giving as much information as possible about the circumstances) to:

info@realholidaysgreece.com

Note that Real Holidays reserves the right to ask for further information in relation to nature of such complaint and, if necessary, may ask you to verify your identify.

Severability These terms shall be deemed severable. In the event that any provision is determined to be unenforceable or invalid, such provision shall nonetheless be enforced to the fullest extent permitted by applicable law and such determination shall not affect the validity and enforceability of any remaining provisions.

Real Holidays reserves the right to change the terms, conditions, and notices under which these web "sites" (including but not restricted to [www.realholidaysgreece.com](http://www.realholidaysgreece.com) , [www.realholidays.gr](http://www.realholidays.gr) ) are offered.

## **Booking terms with Real Holidays and our Suppliers**

Please read these booking conditions carefully as they are the sole terms and conditions of the contract between you and the relevant service providers of the accommodation, transport or any other booked service.

### **B. Scope and Coverage**

These booking conditions are applicable to all bookings made from the Real Holidays Websites or Real Holidays partners, including:

- Direct access to Real Holidays websites

[www.realholidaysgreece.com](http://www.realholidaysgreece.com)  
[www.realholidays.gr](http://www.realholidays.gr)

- Access to Real Holidays web sites or booking system through websites or customer agents of any of the affiliate partners of Real Holidays
- Through Real Holidays customer service call centre

These terms and conditions apply equally to all residents of any country around the world.

### **C. Status of Real Holidays as an AGENT**

For all cases with the exception of so called Themed Holidays, private tour, hiking tour, mountain bike tour, jeep safari, all multi-day weekends that we act as tour organizers (operators) the role of Real Holidays is that of an agent to the relevant service provider (wherein the relevant service provider is the supplier and the Principal).

The name and contact information of the relevant service provider will be available on the Real Holidays booking voucher.

### **D. Terms and Conditions of the Relevant Service Providers and their agents**

At all other services that we only act as an agent in respect of all bookings we make with the relevant service providers or their agents for transport or any other booked services hence the relevant service provider's booking conditions will prevail over our terms and conditions in cases where Real Holidays and the relevant service providers terms and conditions conflict with each other. More details on this matter are set out in clauses 11 and 12 below.

### **E. Applicability of Package Travel & Package Tours Regulations**

You may decide to make one or more bookings with us at the same time. Please note that irrespective of the various products you book, each booking is a separate booking and your bookings do not constitute a package as defined in the Package Travel, Package Holidays and Package Travel Regulations. Exceptions are Themed holidays, and Special Weekends that are packaged holidays.

You may only use Real Holidays websites site for lawful purposes and in accordance with these terms and conditions and website terms of use mentioned above. The person making the booking shall be deemed to have accepted the booking conditions on behalf of all the persons named in the booking. A binding contract exists between you and the relevant service provider of the booked service when we send your invoice on behalf of the relevant service provider or their agent to the person making the booking; the terms and conditions of the relevant service provider or their agent will then apply.

### **F. Specific Terms and Conditions**

#### **1. Prices and price changes**

On all services that we (Real Holidays ) act only as an agent (as set out in section C above) in the booking process, Real Holidays and the relevant service provider reserve the right to change, amend or correct prices shown on our site at any time before or after you have booked. After you have booked, if the price of your booking changes in such a way we will pass on the details of the change as soon as possible.

## 2. Changes made to your booking by us

We and the relevant service providers will do all we can to tell you of any significant changes to your arrangements. If you do not wish to accept the change, wherever possible the relevant service providers may offer you an alternative arrangement with an alteration in price or otherwise the booking will be cancelled with no cancellation fees. As an agent (as set out in section C above ) only we are unable to accept any liability for any changes, significant or otherwise, to your booking.

## 3. Circumstances beyond our or our supplier's control

No compensation of any kind or responsibility can be taken if, due to circumstances beyond the control of Real Holidays or the relevant service providers, we have to notify a change to your arrangements or we or the relevant service providers cannot supply your arrangements in full or in part as agreed, or you suffer any loss or damage of any description. A circumstance beyond our or the relevant service providers' control is one that cannot be foreseen or avoided, even after taking all due care and includes but is not limited to war, terrorist activity, civil unrest, industrial disputes and bad weather situations or forecasts.

## 4. If You Have a Complaint

If you have cause for complaint whilst on your trip, this must be brought to the attention of the relevant service provider immediately so that action can be taken to remedy the problem. Failure to report your complaint in this way may jeopardise any claim you subsequently make. Complaints must also be notified to the Real Holidays Customer Services Department at your earliest opportunity. The assistance we provide to resolve your complaint is provided in our capacity as a agent only (as set out in section C above) The health and safety standards that apply to the services you have booked should meet the local standards applicable to the booked destinations, and Real Holidays monitors wherever possible that local standards have been met. However, note such standards may be lower and vary widely and may not match those prevalent in the country where you are resident. If you have a concern with any safety standards you come across, you must take this up with the relevant service provider in the locality concerned at the time of your trip.

## 5. Prices and Payment.

We accept all credit cards

Real Holidays charges a **2.5%** service fee for processing credit card payments. A prepayment of 15% of total booking value by credit card is required to make a reservation for a hotel or a Themed holiday/or a weekend.

All other the other services including options booked together with a hotel you pay directly to the relevant service supplier the amount stated on your soft voucher sent by us in your email address. Payment will be listed as "Ioannis Arrenopoulos" on your credit card statement.

Prices regarding Themed holidays, and Special Weekends, tours/activities are per person, prices regarding hotel bookings are per room per night, prices for rent a car/bike are per day (24 hours), prices for transfers are per transfer, unless otherwise specified. Prices include VAT and local taxes unless otherwise stated, Prices are based in Euros. Price quotations are subject to change without notice until a booking has been confirmed.

Not included as part of the services we offer are any applicable foreign departure, security, port charges, park fees, customs, immigration, agricultural, passenger facility charges and international transportation tax. In addition, tips/gratuities to tour directors, drivers, and local guides; passports and visa fees; baggage and personal insurance; beverages and food not listed under inclusions in the travel product and all other items of a personal nature are also not included. You should retain sufficient local currency to pay for all of the above items if necessary.

Certain products may involve charges like car parking, fuel surcharge and airport taxes or security deposit that are over and above the stated price on Real Holidays websites. You will have to pay these directly to the relevant service providers in order to consume the service. Adequate explanation and information will be provided to you on the website under the product facilities/inclusions section. Please review the terms of conditions of the relevant service provider before making any security deposits or payments for additional charges. Real Holidays have no involvement in such financial transactions and hence carry no associated liability.

These payment policy apply to all products sold by Real Holidays, unless otherwise stated in special terms of each product presented under the title Terms in each product page.

## 6. Special Requests

Please inform us at time of booking of any special requests for any service or facility that is not included as part of your booking. We will enquire with the relevant service provider and where possible will try to accommodate your request, but please note such requests cannot be guaranteed.

## **7. Changes you request after booking but before consumption**

Please note that it will not be possible to make any changes to a booking once confirmed unless the original booking is cancelled and a new booking made. Cancellation charges will apply as per paragraph 8 below.

Prices applying to all new bookings made following a cancellation will be those prices applicable on the day the new booking is made.

Real Holidays on behalf of its service providers reserves the right to cancel, change or substitute any service and to decline to accept or retain any tour members at any time for any reason including, without limitation, an insufficient number of participants.

Please check your booking details carefully to ensure that any other independent flight and/or travel arrangements coincide with the dates you have booked with us as we will not be liable for any costs incurred as a result of any mistakes by you.

## **8. Cancellation by you**

If, for any reason, you decide to cancel your confirmed bookings, your credit card will be credited with the appropriate amount as per the cancellation policy applicable. Cancellation charges vary from product to product and are displayed on our websites.

General cancellation policy: For all travel/holiday services canceled 7 days prior to the start service delivery (check in, tour/activity start, car/moto pick up, transfer pick up) 30% of the total value of booked services will be charged. For earlier cancellation of hotel bookings we only charge 9 euros for bank and administration fees. In case of non-show 100% of the total value of the booked services will be charged.

Please refer to the details and applicable cancellation charges on the product terms page of our website. When canceling the booking you will be notified via email, facsimile or telephone of the total cancellation fees.

For bookings awaiting confirmation, please note: While your request is being processed, we cannot take a cancellation request during this period (up to 2 working days). Some of our tours require us to re-confirm availability, for this reason we put the charge on hold on your card. The amount on hold is not charged until the tour is confirmed. This confirmation process can take up to 2 working days and we cannot accept another request until we receive a confirmation. You may cancel or amend your booking after confirmation as per the applicable cancellation policy.

For alterations or refunds of bookings there is a fixed cost for administration expenses of 5,00 Euros per change/refund

These policies apply to all products sold by Real Holidays, unless otherwise stated in special terms of each product presented under the title Terms in each product page.

## **9. Passports/visas and health requirements:**

It is the responsibility of all passengers, regardless of their nationality, to check with the appropriate authorities about any visa and immigration requirements. We will not accept any responsibility if you or any passenger will travel without the correct passport, visa, health insurance or any other immigration requirement.

## **10. Information Accuracy**

We and our suppliers regularly review all details about the travel product offered to ensure accuracy. Please note all duration times given are approximate. Please review the check-in time for the accommodation as these vary from hotel to hotel and could be any time between 1200 hours and 1400 hours.

## **11. Our liability to you**

We act only as a booking agent (with the exceptions mentioned above in section C ) for any accommodation, transport, guide service, attraction and/or any other event or service on the booking and we have no liability of any kind whatsoever to you or your party or dependants for any death, personal injury, loss, consequential loss or damage of any kind you or your party or your dependants may suffer unless caused by our own negligence. Real Holidays, our employees or agents are acting either as agents for the relevant supplier or as agent for you and your party. Real Holidays, its agents and suppliers also accept no responsibility or liability whatsoever for any government restraints, acts of war and terrorism, weather conditions, or for any misadventure or casualty or any other force majeure or causes beyond their control as set out in clause 6 above. Subject to the terms and conditions on this site, Real Holidays 's liability shall be limited to up to the price paid for the booked arrangements.

## **12. Supplier's Conditions**

You are bound by the booking conditions of the relevant service provider and conditions of carriage where relevant and these conditions apply to your contract with us. In the event of any conflict between the conditions of the relevant service provider and our own, the relevant service provider's conditions will prevail provided they are valid and enforceable, otherwise our conditions will prevail. The relevant service provider's conditions may limit or exclude their and our liability to you and they may be subject to international conventions.

## **13. International Conventions**

If any international convention applies to or governs any of the services or facilities supplied by us on behalf of our suppliers, and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you compensation and/or the amount (if any) of compensation payable to you by us will be limited in accordance with and/or in an identical manner to that provided for by the international convention concerned (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded). International Conventions which may apply include: in respect of international air travel, the Warsaw Convention 1929 (including as amended by the Hague Protocol of 1955 and by any of the additional Montreal Protocol of 1975) or the Montreal Convention 1999; in respect of rail travel, the Berne Convention 1961; in respect of carriage by sea, the Athens Convention 1974; in respect of carriage by road, the Geneva Convention 1973; and, in respect of hotels, the Paris Convention 1962. For the avoidance of doubt, this means that we are to be regarded as having all benefit of any limitations of compensation contained in any of these conventions or any other international conventions applicable to your travel arrangements.

## **14. Travel Insurance**

It is a condition of our contract with you that you and all members of your party have suitable and sufficient travel insurance to cover your journey as neither Real Holidays™ nor our suppliers can be held responsible for any liability, expenses or losses you incur as a result of being inadequately insured. We recommend that a comprehensive travel insurance to be purchased by you.

## **15. Travel Voucher(s):**

Real Holidays will provide soft copies of vouchers relevant for each booking. Please note that each product has a separate voucher and hence there could potentially be multiple vouchers for your booking. The voucher for optional services booked together with a hotel will be presented in the same soft voucher with the hotel voucher. You must print this voucher as many times as the options booked plus one for the hotel booked. For all other products booked a separate soft voucher will be sent to your email for each of them. It is your responsibility to print out all the vouchers related to your booking and present them to the relevant service providers. When presenting your pre-paid voucher(s) for redemption, the Lead Traveler is required to present valid photo identification, bearing the name of the Lead Traveler. The voucher may be confiscated if Photo ID, Credit Card / Gift Certificate and Signature do not match the Lead Traveler.

## **16. Your responsibility**

Please note you are responsible for your and your party's actions. If we or our suppliers believe your actions or those of your party could cause danger, upset or annoyance to other customers, guests or staff, we or our suppliers may end your booked arrangements immediately. In this event neither Real Holidays nor the relevant service provider(s) will pay compensation, make refunds nor pay any expenses you suffer as a result.

You are responsible for your personal safety and for the safety of the accompanying people dependent on you. Please take time to understand and then conform to the health and safety rules stipulated by the relevant service provider or the facility or by the appropriate government authorities.

You agree to defend and indemnify Real Holidays, its affiliates, and/or their respective 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:

- you or on your behalf in excess of the liability described above; or
- by third parties as a result of
- your breach of this agreement or the documents referenced herein;
- your violation of any law or the rights of a third party; or

- your use of this website.

## **17. Hotel Reservations**

The star ratings may be different to official ratings as they vary depending the accommodation type. Hence it is your responsibility to review the description of hotel facilities, rooms, meals and other amenities to make the best decision for yourselves.

It is your responsibility when making a reservation to ensure you have booked the correct room type for your needs. All details of the room types and the number of people that can be accommodated in the room are available on the website and should be double checked on your email confirmation.

You acknowledge that the availability of the facilities and features listed for each hotel are under the direct control of the hotel and as such Real Holidays or its affiliates cannot be held responsible if those facilities or features are not made available to you during the period of your stay. If a facility or feature is of particular importance to you, then you should check with Real Holidays customer service or the hotel that this facility or feature will be available during your dates of stay. Please note that, in particular, swimming pools and air conditioning are only available seasonally and it is your responsibility to check whether these facilities will be available during your stay. You acknowledge that the inclusion in the hotel's facilities of car parking, means that a provision is made by the hotel for car parking. You acknowledge that the availability and cost of the car parking is determined by the individual hotel. It is your responsibility to check the availability and cost of the car parking provided by each hotel.

## **18 Airport and Port Transfers, activity/tour pick up, car /moto pick up**

You are responsible for providing precise arrival time and pick up location information (like airport, flight number, cruise docking port, hotel address) at least 48 hours before the transfer, activity/tour start, car pick up, date to the contact email or phone numbers mentioned in the booking voucher. Failure to do so can lead to loss of service and Real Holidays, its affiliates or the relevant service provider will not be liable for any refunds or penalties.