

In this agreement 'the Company' shall mean VG - Travel Club and 'the Client' will mean the person, company, organization which has the legal right to enter this agreement.

The Company will favor any bookings made by the Client only if the Client has paid all deposits and costs of the booking/s made by him/her.

The **payments** must be made as follows:

- A. 50% of the total amount will be the first deposit made upon confirmation of the booking/s by the company (**unless** a different amount is specified in the unit's description page).
- B. 21 days prior to arrival date, FULL payment must be made.
- C. Payments should be made either by wire transfer or by credit card (Visa or MasterCard).
- D. All transfer costs should be paid by the Client.
- E. Reservations of 3 days or less are paid in full, upon confirmation of availability.

Payments must be made by money transfer in Euros only.

Cancellation fees - refunds:

The Company (VG Travel Club) follows cancellation fees set by the accommodation units.

Deposits are forfeited when cancellation is **21 days** or less prior to arrival date (**unless** otherwise stated in the accommodation unit's web page in our site). There is no extra cancellation fee for cancellations. For cancellations made 21 days or less prior to the client's arrival date, full payment is required. Cancellations should always be made **in written** and sent **by fax only**. When cancellation is **22 days or more** prior to the arrival date, we will refund the full amount but the money transfer cost (wire transfer cost or credit card cancellation cost) is an amount the Client has to pay.

:: In case a **different cancellation policy** is given in the unit's page the client agrees with it when he/she requires a final reservation.

:: In case of villas, cottages and private houses cancellation policy varies and clients should ask to be given the cancellation policy of the units that interest them. In most cases a cancellation fee is charged when cancellation occurs (deposit is usually forfeited) and additional cancellation charges are applied when a reservation is cancelled **60 days** or less prior to arrival date.

Cancellation notification must be sent to our office during working days and hours or it will be received next day and refunds will be calculated from the day the notification was received. If not possible, then the hotel/car rental must be notified as well so that the cancellation is not considered as 'no show'.

Last minute bookings are bookings made 30 days or less prior to client's arrival and full payment must be made.

In case of **early departure**, half the cost of the remaining stay is refunded (this does not apply for private villas reservations), but all price reductions previously applied are no longer valid and cancellation fees are made taking the official rate into account. A small amount could be held to cover taxes applied. All refund transfer costs are paid by the Client.

The Company will make refunds as soon as the amount to be refunded has been returned to the Company by the accommodation unit owner. Any delays will be caused only by the accommodation unit owners and the Company shall make efforts to make sure that refunds do not take long. Any disputes on this matter must be solved between the accommodation unit owner/representative and the Client.

Reservations of total stay of 3 days or less (per Request Code, not per island) are subject to an extra charge of 30 €, or they will not be handled.

Special offers must be paid in full following booking confirmation and are not entitled to refund in case of cancellation.

Prices can change without previous notice. Change will not affect bookings already handled by our office.

It is the Client's obligation to read carefully the [Booking Instructions](#), before proceeding to a final reservation. By submitting the request form, the Company already assumes that the Client has read and understood those instructions.

The **photos** of each lodging included in our web sites represent only a part of the entire unit, so the rooms rented may not have the same furniture, view or size. If a client requests a specific room seen in the web site, he/she will have to specify all details before proceeding to a final reservation. Distances from various areas or shops are given **approximately**, so if the client wishes to have more specific information he/she should contact us.

The company tries to best describe all the services and/or products that represents but due to different standards and requirements they might not be of the same quality and/or quantity that in the country that the Client's booking is originating for which the company accepts no responsibility. The Client is supposed to have carefully read and understood all the information provided by the Company concerning the type of accommodation, travelling schedules, boat fares and general cost of living. By submitting the reservation form the Client automatically declares that he has read and accepted the Terms and Conditions and the Booking Instructions that the Company provides on-line.

It is the Client's responsibility to make sure that there is the appropriate transportation to and from the areas selected for his/her holidays. The Company shall provide information only if it has been clearly requested by the Client and for the requested itineraries only. The Client is obliged to inform the Company, **at least 5 days prior to Client's arrival**, of the exact arrival time and the transportation method used (ferry or airline company, vessel departure date and time and departure location). The Company holds no responsibility if the Client fails to provide exact arrival information in due time.

It is the Client's responsibility to comply with its country's law, regulations, etc. in entering this agreement.

Should the Company make any major change or cancel the booking after the date when the final payment is due, the agent will have the following choices:

- A. purchasing another available holiday from us,
- B. canceling the holiday and refunding all money paid to us by that day.

A major change is considered to be a change of the hotel or studio selected by the Client.

In the unlikely event of over booking **we will provide** an alternative accommodation of a similar cost. If the cost is lower than the one originally booked, we will refund the difference, if it is higher we will pay the difference. It is, therefore, the Client's responsibility to notify us. If, however, the Client chooses to handle everything with the hotel and bypass this procedure without informing us, there will be no refund from our office.

In the unlikely event that wrong prices have been given to client due to system malfunction, the Company must inform Client within a maximum of 5 working days from payment and offer the following choices:

- A. Cancellation of booking and full refund of the amount paid to the Company,
- B. Get from our office alternative accommodation (if available),
- C. If Client still wishes to stay in the same accommodation, he/she must pay the correct amount.

Client is entitled to no other refunds (tickets, car hire cost ...).

The company proposes to all its Clients to have travel insurance with adequate coverage.

Any disputes arising out of or in connection with this agreement which can not amicably be settled should be resolved by a simple method of arbitration and if it fails, by a Greek court of law in Athens, Greece.

The Company is not permitting anything to be done to the rented property/s that might lead to damage or to vitiation of any contract of the insurance of the property. The cost of replacing of any lost, broken or damaged items during the tenancy of the Client shall be charged to and paid for by the Client prior to his departure. Sub letting or hosting of any person not written on the booking form is not allowed in the accommodation without prior agreement with the company.

The company will not accept any responsibility for any delays, cancellations, alterations etc. of any transport companies or individuals such as airlines, ferry or hydrofoil companies, bus and taxi companies etc. and is not entitled to any refunds, compensations etc with regard of.

Safety standards and regulations may not reach the same levels as those at your home land. The Client should be aware of this fact and be aware to familiarize themselves with their accommodation and be aware of hidden dangers involving swimming pools, balconies, terraces and stairs, especially if traveling with children. For the safety of pregnant clients we regret that we will not accept clients that have passed their sixth month of pregnancy (we will be happy to take them next year!).

Pests & Pets, Wasps, flies, mosquitoes, field and tree rats and mice are usually the same type of pests you find in the country side at home; you may also find them in Greece. Please make sure you do not leave the doors and windows open for long and contact us if you face such problems.

We will not accept any pets unless you have previously informed us and we have accepted it. Some accommodation units do not allow pets (no matter how small) at all.

Any Client's **special needs** or **disabilities** must be known to the company prior to confirmation of any booking so as to be able to say if the selected property/ies is suitable for the Client/s.

The Client agrees to use the information provided by the Company solely in the process of arranging his/her vacation and not for marketing the services and or products marketed by the company. In no case may the Client act as an agent or wholesaler unless he/she first notifies the Company.

The Company reserves the right to alter this agreement if so requires at any time. This has no effect in any booking made prior to the alteration since the Client has to comply with the Agreement that was valid the time of his/her booking.

I have fully understood and I accept the above agreement and its clauses which will govern the co-operation between myself and VG - Travel Club, concerning the booking that I made.

Please sign above and send by mail, fax or e-mail to VG TRAVEL CLUB (details written below).

FULL NAME:

SIGNATURE:

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