

General Terms & Conditions

This document outlines the terms of cooperation between Explore Greece and the Client. We reserve the right to change these terms and conditions at any time. Any changes will take effect when posted on the website and dated in the header notes. It is your responsibility to read the terms and conditions on each occasion you use our service and your continued use of our service shall signify your acceptance to be bound by the latest terms and conditions. Our terms and conditions are binding on all of our customer orders made online and manually over the telephone.

1. Trip Booking confirmation

Pre-arrangements and pre-bookings are made for all Trips through email or phone but nothing is confirmed until Explore Greece sends to the Client a booking confirmation email for a specific program and date.

Explore Greece requires from the Client a 50% deposit of the total trip cost. Payment of the deposit has to be made no later than 60 days before the start date of the trip. The booking of a particular trip is secured, only upon receipt of the above payment along with the confirmation from our bank that the amount due has been transferred. After the receipt of the above, we will email you your booking confirmation.

Payment of the remaining 50% must be made no later than 30 days before the start date.

All payments must be in EUROS and must be made by bank transfer or credit card with any bank expenses covered by the client.

2. Late Payments

In case the Client completed payment after the due date Explore Greece is not obliged to accept the booking. In order to accept this booking, Explore Greece will ask the Client to pay for an additional charge 10% of the total trip cost.

3. Last minute bookings

In case the Client has a request for a last-minute booking, Explore Greece will advise availability. Additional charges may apply for this booking to be accepted.

4. Cancellation by Client

Should the Client wish to cancel for any reason, the following cancellation fees will be imposed:

- ✓ Cancellation 90-61 days before the start of the trip: Explore Greece will reserve 25% of the total trip cost.
- ✓ Cancellation 60-31 days before the start of the trip: Explore Greece will reserve 50% of the total trip cost.
- ✓ Cancellation 30 days-or less before the start of the trip: Explore Greece will reserve 100% of the total trip cost.
- ✓ In the case of no show of a Client Explore Greece reserves the right to keep the whole paid amount.

5. Alterations by Explore Greece

On rare occasions we will need to alter or cancel part of your trip due to severe weather conditions or other unforeseen circumstances beyond our control. We will notify you and we will give you alternative options to choose from.

6. Alterations by the Client – participants

Given written notice, the client may make alterations to the agreed upon services. These alterations could include changing the date, the destination, or the number of participants. However, these changes must be communicated well in advance and are subject to approval and possible adjustments in the service agreement, including potential changes in price. Any alterations by the side of the clients without prior written notice will not be accepted. Any sudden or not justified change (date, destination, number of participants, etc), is regarded as a cancellation and complies with the conditions of paragraph 4.

7. Itinerary

The itinerary for each day trip is an approximate plan or aim rather than a specific objective. It is not a contractual agreement and local conditions, especially weather and sea state may sometimes lead to a change of plan. The itinerary is subject to change at the discretion of the tour leader, for safety reasons. Explore Greece reserves the right to make a change or alter the trip, due to weather conditions, safety reasons, low physical level or any other factor beyond our control -force majeure (natural disasters, inclement weather, strikes etc). Such changes will always be at the discretion of the company's group leader and the company. Explore Greece or his representatives holds no financial responsibility for such changes, nor liability for subsequent related additional costs and/or refunds of whatsoever nature. Any financial compensation for additional costs, whether foreseeable or not, are the responsibility of the client or should be claimed through the client's insurance company where applicable.

8. During the program

The Client agrees to accept the authority and decisions of Explore Greece's employees, tour leaders, and agents whilst on the program with Explore Greece. If in

the opinion of such persons, the health or action of a participant at any time before or after departure appears likely to endanger the safe, comfortable, or smooth progress of a program, the participant may be excluded from all or part of the program without refund or compensation. In case of health/medical problems, Explore Greece may make such arrangements, as it seems fit, and recover the costs thereof from the participant. If a participant commits an illegal act, the participant may be excluded from the program, and Explore Greece shall cease to have responsibility to/ for them.

9. Extra Expenses

All extra expenses have to be paid on the spot by the Client. These are expenses requested by the Client during/after the program that had not been originally requested (such as gratuities, side excursions, extra transfers, extra food and beverages etc).

10. Complaints – Refund Policy

In case Client requires a refund after the end of the program, he/she has to state his/her demand in written, at the latest 10 working days after the end of the program. Explore Greece will review the request and revert within 10 working days, after carefully examining the demands and facts of the tour. Explore Greece will not provide any refund to the Client unless the above procedure has been followed. No refund will be given for any unused services.

11. Physical condition

An average physical condition is required for all trips. Please consider the suitability of such a trip/activity before booking. It is the responsibility of the client to be aware of the fitness level for a particular trip. When in doubt, please call Explore Greece and discuss it. By sending a deposit toward your trip purchase the Client certifies that do

not have any physical condition or disability that would create a hazard for him/her or other travelers.

12. Weather and safety

Our itineraries and activities are in natural environment and will be affected by the weather. The weather in Greece might be very changeable both to temperatures and type of weather. On our trips you might experience both sunshine, rain, wind, calm and a variety of temperatures on the same day. We recommend bringing appropriate clothing for every season.

13. Health and Safety

Explore Greece focus entirely on Clients' experience and our priority is always his/hers health and safety. Now, more than ever, we focus on every aspect of hygiene for our guests and employees without overlooking your contentment while touring with us. We are following closely the guidelines of Greece's top health experts and the Greek government therefore, we have taken precautionary measures, reinforcing our already stringent practices in, group of participants management, food hygienic standards, equipment disinfection and cleaning. Our guides will be well trained and updated so any inconvenience will be avoided and they will be there to ensure the application of the above. In addition to all the measures we are willing to take for your health and safety, it is important that you understand and comply with the basic personal hygiene rules.

14. Travel Insurance

It is your responsibility to ensure that you have adequate insurance cover for your arrangement and itinerary with Explore Greece. We can accept no responsibility if you fail to take out adequate insurance in relation to our holiday arrangements. Before

travelling on a trip, we strongly recommend you review your personal insurance and health insurance to ensure you have coverage appropriate to meet your needs, and the needs of your family and dependents, in case of any loss of property or illness, injury or death.

15. Responsibilities – Disclaimer

By booking a holiday package with Explore Greece, you accept that you are participating in activities of your own accord, entirely at your own risk and expressly accept that neither Explore Greece or its employees, representatives, tour guides, trip leaders have any responsibility or liability for loss or injury. The trips and activities operated by the Explore Greece are suitable for most of the general public. Participants need a basic level of fitness (unless the program states another level of fitness), team – work mentality and the ability to follow instructions. However, despite all our efforts to keep a high standard of safety, there is always an element of risk of personal injury or even death, given the nature of outdoor activities. The responsibility of Explore Greece is limited to ensure that all the necessary equipment and experienced guides are provided for the trip and that the safest routes are the chosen ones. Explore Greece may collaborate with a network of trusted third-party vendors and partners to deliver a trip itinerary. It should be noted that Explore Greece assumes no liability or responsibility for any services rendered by these third-party entities.

16. Mandatory Forms

I. Waiver

Each participant must complete a waiver before going out on the tour. You will be given the opportunity to view the waiver form, time to read through it, fill it in at your own pace and ask any questions before you sign.

II. Equipment Use

After your booking is confirmed, the planning begins. We require that each guest complete a lending agreement of Equipment use acknowledging the responsibility for looking after any equipment during the trip. Explore Greece reserves the right to apply post trip surcharges for unreasonable wear and tear and for accidental damage or loss to equipment.

III. Client Experience & Medical History

Participants are required to honestly disclose, via a questionnaire, their relevant experience and medical history, to enable the event organizer or leader to make an informed decision on the participant's suitability. When evaluating a participant's suitability, the event organizer and leader will consider their previous relevant experience, technical ability, resilience, fitness, and compatibility with the group.

17. Data Protection.

Personal data, photographs, videos or contact details provided by the client to the organizer will not be sold or given out to any other party without your permission. During the program, participants may be photographed or video recorded. All material may be used by Explore Greece for its promotional activities (brochures, website, advertisements etc). In case you do not wish to show up to our promotional material you should send us a written declaration.

18. Personal belongings.

Explore Greece can hold onto larger baggage for you while you are out on any activity on water or land, however, we cannot be held responsible for personal belongings and

equipment. Items stored in our vehicles or with our staff are at your own risk. If you take valuables during our activities e.g., jewelry, watches, glasses, non-waterproof cameras, etc you do so at your own risk.