



Solves Travel Ltd, trading as Real Lesvos

Agency Booking Terms & Conditions

Except where otherwise specified, we, Solves Travel Ltd, a company registered in England with company number 12930326 and registered office address of 18a King Street, Maidenhead, England, SL6 1EF trading as Real Lesvos, act only as an agent in respect of all bookings we take and/or make on your behalf. We accept no liability in relation to any contract you enter into or for any travel arrangements or other services you purchase (“Arrangements”) or for the acts or omissions of any supplier or other person(s) or party(ies) connected with any arrangements. For all Arrangements, your contract will be with the supplier of the arrangements in question (the “Supplier/Principal”).

By making a booking with us, the first named person on the booking agrees on behalf of all persons detailed on the booking that he/she:

- a) Has read these Agency Booking Terms & Conditions and agrees to be bound by them;
- b) Consents to our use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable, special categories of data (such as information on health conditions or disabilities and dietary requirements); and
- c) Is over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declares that he/she and all members of your party are of the appropriate age to purchase those services;
- d) Accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

The Arrangements we offer as agent will typically consist of accommodation only on the island of Lesvos, Greece, where we will accept bookings on behalf of the accommodation provider, the Supplier/Principal.



Tourist Services

Where services other than accommodation (“tourist services”) are detailed on our website, or discussed with our Destination Manager on location, such as restaurants, car hire, bars, and excursions for example, we do not sell these tourist services or offer any kind of booking service on behalf of the tourist service providers. Such tourist services are detailed on our website (or discussed with our Destination Manager) by way of recommendation only, based on our knowledge and experience, as such, the intention is to simply promote these additional tourist services and provide contact details should you wish to make any bookings directly with the tourist service provider/s. We make reasonable efforts to ensure that any content on our website or discussed with our Destination Manager that relates to these tourist services, provides a fair and accurate representation, however, all such content is written based on the opinions of our writers and these opinions are therefore subjective.

We do not provide any endorsements, representations, guarantees or warranties as to the quality, safety, standard of hygiene of the tourist services that we feature on our website or that you discuss with our Destination Manager and we cannot accept responsibility for any changes or closures to amenities or attractions we mention.

It remains your responsibility to check that you are satisfied with the suitability, adequacy and appropriateness of any tourist services that you wish to book.

Real Lesvos do not act as agent for the tourist service providers nor do we have any responsibility for or involvement in your booking. We do not accept any liability whatsoever for tourist services displayed on our website or in any other promotional or written material, or for any losses of whatever nature suffered by you as a result of booking tourist services with providers who we feature. We accept no liability in relation to any contract you enter into or for any tourist services you purchase or for the acts or omissions of any tourist service supplier(s) or other person(s) or party(ies) connected with any tourist services. We do not exclude or limit our liability for death or personal injury, which arises as a result of our negligence or that of our employees whilst acting in the course of their employment.



Accommodation Bookings

Contract

When making your booking we will arrange for you to enter into a contract with the applicable Supplier/Principal (i.e. accommodation provider) of the Arrangements, as specified on your confirmation invoice. As agent we accept no responsibility for the acts or omissions of the Supplier/Principal or for the services provided by them. Your booking with us is subject to these Agency Booking Terms and Conditions and the specific terms and conditions of the relevant Supplier/Principal(s) you contract with and you are advised to read both carefully prior to booking. The Supplier/Principal's booking conditions may limit and/or exclude the Supplier/Principal's liability to you. Please ask us for copies of these if you do not have them.

Your booking is confirmed and a contract between you and the Supplier/Principal will exist when we send you confirmation on their behalf.

Booking

When a booking is made all details will be read back or displayed again to you. Once you have confirmed these details we will proceed to confirm the booking with the Supplier/Principal.

Please check that all names, dates and timings are correct on receipt of all documents and advise us of any errors immediately. Any changes to these details will incur the charges stated below. Please ensure that the names given are the same as in the relevant passport. The booking information that you provide to us will be passed on only to the relevant Supplier/Principal of your Arrangements or other persons necessary for the provision of your Arrangements. The information may be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any special category (sensitive) information that you give to us such as details of any disabilities, or dietary and religious requirements. In making this booking, you consent to this information being passed on to the relevant persons. Certain information may also be passed on to security or credit checking companies.

Payment

In order to book your chosen Arrangements, you must pay a deposit as required by the Supplier/Principal of the Arrangements (and/or full payment if booking within xx weeks of departure or as requested by the Supplier/Principal). You must also pay all applicable insurance premiums and booking fees.

If you have paid a deposit, you must pay the full balance by the balance due date notified to you. If full payment is not received by the balance due date, we will notify the Supplier/Principal who may cancel your booking and charge the cancellation fees set out in their booking conditions.



Except where otherwise advised or stated in the booking conditions of the Supplier/Principal concerned, all monies you pay to us for Arrangements will be held on behalf of the Supplier/Principal and forwarded on to the Supplier/Principal in accordance with our agreement with the Supplier/Principal.

Prices

We reserve the right to amend advertised prices at any time. We also reserve the right to correct errors in both advertised and confirmed prices. Special note: changes and errors sometimes occur. You must check the price of your chosen Arrangements at the time of booking.

Accuracy

We endeavour to ensure that all the information and prices both on our website and in any advertising material that we publish are accurate, however, occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the Arrangements that you wish to book before you make your booking.

Insurance

Many Supplier/Principals require you to take out travel insurance as a condition of booking with them. In any event, we strongly advise that you take out a policy of insurance in order to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses. Failure to disclose relevant information will affect your insurance.

Special requests

If you have any special requests (for example dietary requirements, cots or room location), please let us know at the time of booking. We will pass on all such requests to the Supplier/Principal, but we can't guarantee that they will be met and we will have no liability to you if they are not.

Changes and Cancellations by you

Any cancellation or amendment request must be sent to us in writing, by email, and will take effect at the time we receive it. Please ensure that you have received written confirmation of any changes to your booking prior to travel. Whilst we will try to assist, we cannot guarantee that the Supplier/Principal will meet such requests. Amendments and cancellations can only be accepted in accordance with the terms and conditions of the Supplier/Principal of your Arrangements. The Supplier/Principal may charge the cancellation or amendment charges shown in their booking conditions (which may be as much as 100% of the cost of the Arrangements and will normally increase closer to the date of departure). We do not currently charge an administration fee per booking for any amendments to bookings nor any administration fee for cancellations - as set out



in the Service Charges table below. We will notify you of the exact charges at the time of amendment or cancellation. We may decide to waive our charges in certain circumstances.

Please note: some Supplier/Principals do not allow changes and therefore full cancellation charges will apply.

Changes and Cancellations by the Supplier/Principal

We will inform you as soon as reasonably possible if the Supplier/Principal needs to make a significant change to your confirmed Arrangements or to cancel them. We will also liaise between you and the Supplier/Principal in relation to any alternative arrangements offered by the supplier but we will have no further liability to you.

Our Service Charges

In certain circumstances we apply a service charge for the agency service we provide, in addition to any charge levied by the Supplier/Principal, as in following table. Currently we do not apply an agency service charge (in addition to the charge levied by the Supplier/Principal) for cancellation, amendment, special requests after the booking has been confirmed nor for collection of surcharges/additional taxes:

SERVICE	CHARGE
Cancellation or amendment	Supplier/Principal's charge
Special requests after booking has been confirmed	Supplier/Principal's charge
Collection of surcharges/additional taxes	Supplier/Principal's charge
Arranging Passports and Visas	Passport/Visa fee + please contact us for a quote for these services

Our responsibility for your booking

Your contract is with the Supplier/Principal and its booking conditions apply. As agent, we accept no responsibility for the actual provision of the Arrangements. Our responsibilities are limited to making the booking in accordance with your instructions. We accept no responsibility for any information about the Arrangements that we pass on to you in good faith. However, in the event that we are found liable to you on any basis whatsoever, our maximum liability to you is limited to twice the cost of the commission we earn on your booking (or the appropriate proportion of this if



not everyone on the booking is affected). We do not exclude or limit any liability for death or personal injury that arises as a result of our negligence or that of any of our employees whilst acting in the course of their employment.

Visa, passport and health requirements

It is your responsibility to check and fulfil the passport, visa, health and immigration requirements applicable to your Arrangements. We can only provide general information about this. You must check requirements for your own specific circumstances with the relevant Embassies and/or Consulates and your own doctor as applicable. Requirements do change and you must check the up to date position in good time before departure.

We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

Accommodation

The accommodation you book will typically be available from 4pm on the agreed arrival date, until 10am on the agreed departure date, the precise times of availability will be specified on your booking confirmation. The Supplier/Principal may, at their discretion, allow earlier access or late departure upon request but we cannot guarantee this.

All accommodation ratings are as provided by the relevant Supplier/Principal. These are intended to give a guide to the services and facilities you should expect from your accommodation. Standards and ratings may vary between countries, as well as between suppliers. We cannot guarantee the accuracy of any ratings given.

Complaints

Because the contract for your Arrangements is between you and the Supplier/Principal, any queries or concerns about your Arrangements should be addressed to them. If you have a problem with your Arrangements whilst using them, this must be reported to the Supplier/Principal immediately. If you fail to follow this procedure there will be less opportunity for the Supplier/Principal to investigate and rectify your complaint. The amount of compensation you may be entitled to may therefore be reduced or extinguished as a result.

If you wish to complain when you return home, write to the Supplier/Principal. You will see their name and contact details in any confirmation documents we send you.

We will of course assist you with this if you wish - please contact us at info@reallesvos.com or telephone us on 0333 305 5225.



If you wish to complain about any service we have provided to you (i.e. our agency booking service) then please contact us directly.

Delivery of documents

All documents (e.g. invoices/tickets/Insurance policies) that require to be posted or emailed will be sent to you by post or email as appropriate. Once documents leave our offices we will not be responsible for their loss unless such loss is due to our negligence. If tickets or other documents need to be reissued all costs must be paid by you. You can ask for delivery by other means subject to the charges in "Our Service Charges".

Documentation & Information

All descriptions and content on our website or otherwise issued by us in relation to the Arrangements, is done so on behalf of the Supplier/Principal in question and are intended to present a general idea of the services provided by the Supplier/Principal. Not all details of the relevant services can be included on our website. All services shown are subject to availability. If you require any further details, in respect of any Arrangements or any other services please contact us.

Law and Jurisdiction

These Agency Booking Terms & Conditions are governed by English law and we both agree that the courts of England and Wales have exclusive jurisdiction (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).

