

Please Note: Real Lesvos is the trading name of Solves Travel Ltd and Solves Travel M.IKE, and acts solely as an agent on behalf of accommodation owners and other service providers. Your contract for delivery of the accommodation service on Lesvos is with the accommodation owner.

Name of Service – Mercury Express Boat Trips

**Details of Service Provider (“Principal”):**

Dimitrios Tekes, with tax number 041584091 representative of the boat “Mercury Express”, at address:

Mithymna, Lesvos, Greece, 81108

Principal Representative:

Name: Dimitrios Tekes

Contact Telephone Number: +30 225 307 1902

Email Address: tekes@otenet.gr

**Service Provider (Principal) Terms & Conditions**

**Cancellation**

Cancellation by the customer: after full payment of the price of the trip, the cost of the boat trip is non-refundable. In extenuating circumstances, the customer may request a refund, which will be at the discretion of the principal.

Cancellation by the Principal: due to the nature of boat trips and the changeable weather at sea, even in summer, trips may be cancelled by the principal for safety reasons at any time. This may even include a decision by the captain to curtail a trip during the trip itself.

**Customers should note that even though Greece has a reputation for sunny and mild weather, conditions at sea in the Mediterranean (specifically the Aegean Sea around Lesvos) can vary dramatically, even in summer.**

If the trip is cancelled by the principal more than 24 hours in advance, then the customer will be offered the choice of an alternative date, or a refund. If the principal cancels within 24 hours of boat trip departure, or otherwise amends the schedule of the trip, the customer will be contacted to discuss alternative arrangements.

**Payment**

100% of the cost of the trip is due from the customer in advance of the trip. A valid payment receipt will be required to board the boat trip.

**Other Principal Terms & Conditions****WEATHER/CANCELLATION**

We do not guarantee that your boat trip will take place at the scheduled time. Schedules may change without notice for a variety of reasons including, but not limited, to bad weather, technical disruptions, or the minimum passenger numbers being achieved. Scheduled times do not form part of your contract with us.

We reserve the right to cancel, or change a boat trip, or to replace any boats at any time in the interests of passenger safety. Weather and sea conditions can change quickly and this may alter the status of your boat trip at any time. In rough sea conditions, the boat captain may increase child age limits, or place restrictions on, or refuse to carry passengers with medical conditions and/or limited mobility and on passengers who are pregnant.

**HEALTH/SAFETY**

We may refuse to carry you if we, acting reasonably, are not completely satisfied that it is practicable and safe for you to participate in the boat trip. Before you make any booking you must tell us if you (including all participants in your booking) suffer from any illness, disease or other mobility or medical condition which may make it impracticable, or unsafe for you, or other passengers, to participate in the boat trip, or if you think you could be affected by adverse sea and weather conditions.

All boat trips carry a degree of risk and by participating in the boat trip provided by us you are expressly assuming those risks personally and are, to the maximum extent permitted by law, releasing us and our officers and employees from any liability, claims, losses, damages or expenses caused by any event, including, but not limited to: personal injury or death, property loss or damage, acts which may be construed as negligent or accidental, any other loss, damage, suffering, emotional or nervous disorder.

To ensure maximum safety and enjoyment of the boat trip by yourself and other passengers you must follow all reasonable instructions given by our staff before, during and after the boat trip and you agree that you will ensure that any children in your care do the same. You are responsible for the safety and protection of your own personal possessions at all times.

Even if you have a booking, we may refuse to carry you if we reasonably believe that carrying you may put the safety of the boat, or the safety or health of any person in the boat, in danger or at risk, or if you have not obeyed the instructions of our staff or a member of the crew of the boat relating to safety or security, or if you require special assistance and you have not previously made arrangements for such assistance, or if you are drunk or under the influence of alcohol or drugs, or we reasonably believe you are in unlawful possession of drugs.

## PUBLIC HEALTH

We reserve the right to only provide our services to you in accordance with any applicable legislation and/or the Government of Greece's most current public health advice in respect of any pandemic infectious diseases. We may request further evidence from you, such as proof of vaccination to assist with our decision to provide our services to you.

Should you make a booking with us after we have announced any requirements relating to any pandemic (such as the need to be vaccinated), we can provide you with a full refund if you cannot satisfy these requirements.

## DEPARTURE TIMES

Departure times may be strictly enforced. To help us get your boat trip away on time, ensure you are at the departure point by the time specified. Arrival after the departure time may result in you losing your boat trip and the entire fare paid. The boat will not be held for you if you arrive late at the departure point. We are not liable to you for any direct, or indirect, loss, or damage you may suffer as a result of your late arrival at the departure point.

## GUARANTEE

There is no guarantee that specific wildlife (e.g. dolphins) will be sighted on your trip.