



Real Lesvos Agency Booking Terms & Conditions

1. General Terms & Conditions

About Real Lesvos

We are a Greek private company under the name "Solves Travel Single Member Private Company" and the distinctive title "Real Lesvos", with registered seat in Athens, Greece (at 5 Tsakalof Street). We own a tourist office in Mythemna, Lesvos, which has been registered with the Registry of Tourist Offices of the Greek Ministry of Tourism (no. 0310E60000075201).

Except where otherwise specified, we, 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"*).

The Arrangements we offer as agent will typically refer only to the island of Lesvos, Greece, where we will accept bookings on behalf of the Suppliers/Principals for all relevant Arrangements.

Booking

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, where placing an order for services with age restrictions, declares that he/she and all members of his/her 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 and undertakes full responsibility for the actions of all said persons.

To make a booking, you may need to create an account. Make sure all your information (including contact and payment details) is correct and up to date. You are responsible for everything that happens with your account; So, make sure to keep your username and password secret and to not let anyone else use your account.

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.

Contract

When making your booking, we will arrange for you to enter into a contract with the applicable Supplier/Principal (e.g. accommodation provider, car hire company) of the Arrangements, as specified on your confirmation invoice. Your contract is made directly with the Supplier/Principal and we are not a party to this contract. 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.

Payment

When you make a booking, you agree to pay the cost of the relevant Arrangements, including any taxes and charges that may apply.

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, as requested by the Supplier/Principal). You must also pay all applicable insurance premiums and booking fees. The deposit may be non-refundable; Prior to your booking, check the Supplier/Principal's relevant payment policy, which we don't influence and aren't responsible for. 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.

Your payment details (payment method and relevant data) will be stored for future transactions, after we have received your consent.

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 about Suppliers/Principals and their services (availability, prices, cancellation policies etc.), both on our website and in any advertising material that we publish, is accurate. However, this information is based on what the relevant Suppliers/Principals provide to Real Lesvos and they are mainly responsible for making sure that such information is accurate and up to date. To the extent permitted by law, we cannot be held liable for any errors or any missing information, though in case errors or changes occur, we reserve the right to correct/fix all relevant information as soon as we can. 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 Suppliers/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, child seat etc.), 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 Suppliers/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:

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 damages arising as a result of our gross negligence or willful misconduct or the gross negligence or willful misconduct 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.

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 (gross) 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.

Linked Travel Arrangements

If, after selecting and paying for one travel service, you book additional travel services for your trip or holiday via Real Lesvos, you will NOT benefit from rights applying to packages under Directive (EU) 2015/2302 or Greek Presidential Decree 7/2018. Therefore, we will not be responsible for the proper performance of the individual travel services. In case of problems, please contact the relevant Supplier/Principal.

However, all travel services booked during the same visit to our booking website will become part of a linked travel arrangement. In that case Real Lesvos has, as required by EU law, protection in place to refund your payments to Real Lesvos for services not performed because of Real Lesvos's insolvency. Please note that this does not provide a refund in the event of the insolvency of the relevant Supplier/Principal.

In particular, Real Lesvos has taken out insolvency protection by an agreement with the insurance company **AIG Europe S.A.** (agreement number P2311007483). Travelers may contact **AIG Europe S.A.** if the services are denied because of Real Lesvos's insolvency.

Note: This insolvency protection does not cover contracts with parties other than Real Lesvos, which can be performed despite Real Lesvos's insolvency.

See Directive (EU) 2015/2302 as transposed into Greek law.

Website Terms of Use

Unless otherwise stated, all rights in our website are owned by Real Lesvos and by using our website, you agree to do so for its intended purpose only and to respect the conditions set out in our Website Terms of Use.

Privacy and Cookies

Please read our Privacy Policy and our Cookies Policy for more information on how we may process your personal data or contact you.



Law and Jurisdiction

These Agency Booking Terms & Conditions are governed by Greek law and we both agree that the courts of Athens, Greece have exclusive jurisdiction to settle any dispute connected with or in relation to these Terms and Conditions.

2. Accommodation Bookings

This Section includes the specific terms and conditions that apply for Accommodation Bookings. The General Terms and Conditions (Section 1) also apply.

Contract

When making your booking, your contract is made directly with the Supplier/Principal (i.e. accommodation provider) and we are not a party to this contract.

Booking

We only show accommodation providers that have a commercial relationship with us. All information on their products and services (availability, prices, house rules, facilities, cancellation policies etc.) is based on what the relevant Suppliers/Principals provide to Real Lesvos and they are mainly responsible for making sure that such information is accurate and up to date.

Payment

In order to book your chosen Accommodation Arrangements, you must pay a deposit as required by the relevant Supplier/Principal (and/or full payment if booking is made within 21 - or less than 21 - days before the agreed date of arrival or as requested by the Supplier/Principal).

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.

Accommodation

The accommodation you book will typically be available from 4 pm on the agreed arrival date, until 10 am 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.



3. Car Hire

This Section includes the specific terms and conditions that apply for Car Hire Bookings. The General Terms and Conditions (Section 1) also apply.

Contract

When making your booking, your contract is made directly with the Supplier/Principal (i.e. the car hire company) and we are not a party to this contract.

Except for these Terms, you must read carefully the car hire contract, agree to comply with it and acknowledge that in case of any breach by you, your booking might be cancelled and/or you might have to pay additional charges.

Given that your contract is made directly with the Supplier/Principal, for any changes in the agreed terms after pick-up, you should contact directly the Supplier/Principal. E.g. if after pick-up, you decide to keep the car longer, you should contact the car hire company; They will inform you on the additional cost and if you agree, your contract with them will be amended accordingly.

Booking

We only show car hire companies that have a commercial relationship with us. All information on their products and services (car model and make, availability, prices, cancellation policies etc.) is based on what the relevant Suppliers/Principals provide to Real Lesvos and they are mainly responsible for making sure that such information is accurate and up to date.

You will get your booking confirmation as soon as your booking is completed and confirmed by the Supplier/Principal. If the Supplier/Principal doesn't confirm your booking as soon as you complete it in our website, we won't take payment or send the relevant booking confirmation until the Supplier/Principal has done so.

Once the booking is completed and confirmed, we will provide you with pick-up information (e.g. the Supplier/Principal's contact details and what documents you need to provide them with – e.g. driver's license, driver's ID and a credit card in the driver's name).

You can change your booking any time before pick-up. After pick-up, any changes to the agreed terms of the contract with the Supplier/Principal need to be made directly with said Supplier/Principal. A change to your booking might affect the car hire price, in which case we will let you know in advance.

If we or the Supplier/Principal need to change your booking (e.g. the Supplier/Principal cannot provide a car), we will let you know as soon as we can. If you don't accept the change, you will be entitled to cancel your booking and receive full refund; Other than that, we won't have any liability for any direct or indirect costs you may incur (e.g. taxis).

Special Requests

The car pictures on our website are illustrative only. We will pass on your booking (e.g. specific make and model) and special requests (e.g. child seat, GPS etc.) to the Supplier/Principal, but we can't guarantee that they will be met (unless the Supplier/Principal expressly says so) and we will have no liability to you if they are not.

To ensure that all your special requests and optional extras (e.g. child seat, GPS etc.) shall be included in your booking, you should make the relevant requests while booking and pay for them any additional fee requested by the Supplier/Principal. In case you simply make the relevant requests without making any additional payment for them, then you will have to pay for any extras at pick-up, but the Supplier/Principal cannot guarantee that they will be available for you.



Payment

In order to book your chosen Car Hire Arrangement, you must pay a deposit as required by the relevant Supplier/Principal (and/or full payment if booking is made within specific hours before the agreed date of pick-up, according to the Supplier/Principal's policy).

The payment for car hire is calculated on a 24-hour basis, i.e. a 25-hour car hire costs as much as a 48-hour car hire.

You should read the Supplier/Principal's policy carefully, because they may charge for additional fees, such as:

- A young driver fee, in case of a driver under a certain age;
- A senior driver fee, in case of a driver over a certain age;
- A one-way fee, in case you choose a drop-off location other than the pick-up place – the drop-off location must be mentioned while booking.
- A late drop-off fee, in case you drop the car off later than the agreed time mentioned in your Contract with the Supplier/Principal.

Car Hire

The precise pick-up place and time will be specified on your booking confirmation. You must be at the agreed pick-up place at the agreed pick-up time; otherwise, the car may no longer be available and you won't be entitled to a refund. If you think you might be late (e.g. in case of a flight delay), contact the Supplier/Principal.

You must make sure that:

- All documents required are delivered at pick-up.
- The main driver, whose name shall appear on the booking and the Contract with the Supplier/Principal, is eligible and fit (according to the Supplier/Principal's terms) to drive the car.
- The driver's license is valid (according to the Supplier/Principal's terms – e.g. the driver's license is valid for at least one year or longer; in case of a driver's license issued in England, Scotland or Wales a license code "check code" has been obtained no more than 21 days prior to pick-up) and the driver has an international driving license (if required).
- Every child has a child seat (if required).
- The car shall not be taken to a different island and shall not be dropped off at a place other than the pick-up location, before agreeing this in advance with the Supplier/Principal.

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

If anything goes wrong during the car hire (e.g. breakdown, accident etc.), you must:

- Contact the Supplier/Principal.
- Not authorize any repairs without the Supplier/Principal's prior consent.
- Keep all documents (e.g. repair bills, police reports etc.) to share with the Supplier/Principal, Real Lesvos and/or an insurance company.

