

GENERAL TERMS & CONDITIONS

1. RATES

- All rates published in this web tariff are NET in Euro and include VAT and all local taxes.
- Rates are strictly confidential and it's not allowed to publish them to any other third part.
- Rates are subject to change without prior notice. **The valid rate is always the one calculated automatically from the on-line system. In case you have printed any tariff from the web system or you have received one from our reservation department, please always check the on line rate before booking.**
- Rates are valid for individuals. Groups are always on request.

2. RESERVATIONS

- Reservations and cancellations can be made through our on-line reservation system. **On line booking procedure has to be used only for firm bookings. It is not allowed to use on line bookings as a mean for blocking rooms. In case of a not appropriate use of the on line booking system, the possibility of using it will be denied.**
- All reservations or cancellations that will not be made through the on line booking system as well as all amendments, should always be made in written by email or fax and you are kindly advised to request a confirmation from Filos reservations department.
- All data of bookings (number of persons, age of children) must be the real one. In case of an incorrect data will be declared and a difference in the amount of the booking will arise, Filos will not be responsible of the incorrect data and the difference will be set up directly with the hotel according to their rate policy.
- A handling fee of 5,00 Euros per booking will be charged for every booking less than 3 overnights.
- A service fee of 5,00 Euros will be charged for every cancellation of an already confirmed booking (regardless of hotels canc. policy).
- Amendments fees for individual bookings will be as follow
1st & 2nd amendment – no charge
3rd amendment 10,00 euro amendment fees
- **Above fees are not included on the total amount given automatically by the system and will be added extra in your account.**

4. PAYMENTS

- Payments for all services provided through Filos should be made via bank remittance or through credit card. Accepted credit cards are: Visa, Master and American Express. For payments trough credit card a supplement of +2% for bank fees will be charged.
- At the beginning of the season a deposit that should cover finalized booking has to be sent to Filos. The amount of the deposit will be agreed with our reservation department and should cover finalized bookings.

- In case deposit will not be sent, full payment for each service shall be done at latest **14 days before** client's arrival for reservations concerning **continental Greece, Halkidiki and Thassos** and **21 days before for the islands**. In case of last minute bookings payment should be done immediately after the reconfirmation is received.
- In case that a payment doesn't reach Filos on time, Filos reserves the right to cancel all arrangements.
- **Early booking discounts have to be payed within 5 days from the expiring date of validity according to early booking offers lists. Name changes for EBD reservations are not accepted.**
- For group bookings a deposit of 30% of the whole amount is required upon reconfirmation, while the full settlement has to reach Filos 3 weeks prior the arrival date.
- Above payment conditions are not valid if a separate contract is signed between Filos and the agent in which other payment terms are specified.
- All payments should be made at the following bank account:
PIRAEUS BANK
SWIFT - BIC: PIRBGRAA
IBAN: GR49 0172 2120 0052 1202 6300 270
ETHINKIS ANTISTASIS STR.101 -103
Thessaloniki: 55134
Accounts holder: FILOS NORTHERN GREECE SA
ALL BANK FEES AT YOUR EXPENSES

5. CANCELLATION FEES

In case of cancellation, we will try our best to minimize or eliminate, if possible, any cancellation fees. However, in case that a specific accommodation or service supplier will insist on charging us cancellation fees, we will have no alternative choice but to charge you, in our turn, accordingly. Cancellations that are not sent by on line booking system or advised by fax or email, even if communicated by telephone, cannot be considered valid under any circumstances. Cancellation fees that may be applicable are as follows:

City and mainland hotels:

- Cancellation without cancellation fees possible until 48 hrs before client's arrival.
- 48-0 hours before clients arrival: 1 o/n is going to be charged
- Non show: 2 o/n cancellation fees are going to be charged.
- Above isn't valid during fairs, special events, holidays and congresses. In such case cancellation fees will be advised upon booking confirmation.

Chalkidiki/Thassos/Pieria

- Cancellation within 7 days before client's arrival will be charged with 30% of the whole amount. In high season a cancellation at least 14 days prior arrival is requested.
- Non shows will be charged from 3 overnights to 50% of the stay (depending on each hotels policy).
- For short stay bookings in case of non show, the whole amount will be charged.
- All above terms are generally and valid in case nothing different is mentioned in each hotel.

ISLANDS

• Corfu Island:

- Cancellation received 21 days prior to arrival no charge.
- Cancellations received from 14 till 1 days before arrival 50% of the total amount

Cefalonia / Ithaka / Lefkas / Zante Islands:

- Cancellations received 01-14 days prior to arrival in low and middle season:50%
- Cancellations received 01 - 21 days prior to arrival in high season: 50%
- Non show clients:100%
- For bookings less then 5 overnights 100% cancellation fees for all periods.

Santorini Island:

- Cancellation received 21 days prior to arrival no charge.
- Cancellation received less than 21 days prior to arrival or non show 50% of the total. Above policy does not apply for hotel **Pegasus** for which there will be 75% of the total amount charged for cancellations 14 – 7 days before arrival, and for 7 days prior to arrival and non show 100% cxl fees apply.

Mykonos / Paros / Naxos:

In Low and Middle season: cancellation received 7 days prior to arrival 50% Cancellation fees. Cancellation received less than 7 days 100% cancellation.
In High and S.High season: cancellation received 14 days prior to arrival 50% Cancellation fees. From 13 till 8 days prior arrival 75% cancellation. Less than 8 days 100% cancellation fees.

Lesvos /Samos / Chios / Lemnos / Patmos / Kos / Skiathos / Skopelos Islands:

- No cancellation fees will be charged if cancelled 21 (or more) days before arrival.
- If cancelled between 20 to 10 days prior to arrival 50% of the whole amount will be charged.
- If cancelled 9 or less days prior to arrival and in case of non show: 100% of the amount will be charged.

Sifnos / Serifos / Milos / Folegandros Islands:

- No cancellation fees will be charged if cancelled 21 (or more) days before arrival.
- If cancelled between 20 to 10 days prior to arrival 50% of the whole amount will be charged.
- If cancelled 9 or less days prior to arrival and in case of non show: 100% of the amount will be charged.

6. VARIOUS INFORMATION'S

- Any complaints or dispute that may arise from the booking of any hotel, tour, cruise, transportation, vehicle, package, and/or any related service must be reported to our office at the time of the occurrence that gives rise to the cause of the complaint or dispute in order to attempt a resolution of the issue involved. Complaints for services rendered cannot be accepted after clients' departure.
- Above conditions should be read carefully and printed.
- Above conditions should be signed and send to Filos reservations department: info@filos.com.gr or by fax, before the booking procedure starts (unless a different contract between the agent and Filos is signed)