

1. RATES

- All rates published in this 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 party.
- Rates are subject to change without prior notice. The valid rate is always the one calculated automatically from the on-line system except from Thessaloniki and Athens area, due to the price policy applied by the hotels on the occasion of congresses and exhibitions in town.
- 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. Online booking procedure should be used only for firm bookings. It is not allowed to use online bookings as a mean for blocking rooms. In case of a not appropriate use of the online booking system, the possibility of using it will be denied.
- All reservations or cancellations that will not be made through the online booking system as well as all amendments, should always be made in written by email and you are kindly advised to request a confirmation from Filos Holidays and Travel 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 Holidays and Travel will not be responsible of the incorrect data and the difference will be settled on the spot by the client directly with the hotel according to its rate policy.
- Travel agents that make accommodation bookings through Filos Holidays and Travel automatically allow all rest local services to be handled only through the representatives of Filos Holidays and Travel. Only these representatives are allowed to sell other services (transfers, excursions, rent-a-car) to clients travelling through Filos Holidays and Travel
- Amendments will always be On Request basis and if such is made, then there is a possibility to lose any Early Booking Discounts applied on the initial reservation or even considered as cancelled applying cancellation fees. Please contact the reservation department of Filos Holidays and Travel regarding any potential change at EB bookings. Amendments cannot be confirmed to the final client, unless there is a written confirmation from Filos Holidays and Travel.
- Amendments fees for individual bookings will be as follow
1st & 2nd amendment – no charge
3rd amendment 5,00€ amendment fees
Above fees are not included on the total amount given automatically by the system and will be added extra in your account.

3. PAYMENTS

- Payments for all services provided through Filos Holidays and Travel 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 +0.9% for bank fees will be charged.
- At the beginning of the season a deposit that should cover finalized booking must be sent to Filos Holidays and Travel. The amount of the deposit will be agreed with our reservation department and should cover finalized bookings.
- In case the deposit is not sent, full payment for each service shall be done at latest 14 days before client's arrival for reservations concerning continental Greece, Chalkidiki and Thassos and 21 days before for the islands. In case of last minute bookings, payment should be made immediately after the reconfirmation is received.
- In case that a payment doesn't reach Filos Holidays and Travel on time, Filos Holidays and Travel reserves the right to cancel all arrangements.
- Early booking discounts must be paid within 5 days from the expiring date of validity according to the early booking offers list specified in our tariff. Name changes for EBD reservations are not accepted.
- For group bookings, a deposit of 30% of the whole amount is required upon confirmation, while the full settlement must reach Filos Holidays and Travel 3 weeks prior the arrival date.
- Above payment conditions are not valid if a separate contract is signed between Filos Holidays and Travel 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 EXPENSE

FILOS NORTHERN GREECE S.A
32, M. Psellou Str. 54248 Thessaloniki
Tel: +302310850115, Fax +302310859858, info@filostravel.gr , www.filostravel.gr

4. 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 but to charge you, in our turn, accordingly. Cancellations that are not sent by online 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 hotels:

- Cancellation without cancellation fees possible until 48 hrs before client's arrival.
- 48-0 hours before client's 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.

Resorts/Studios/Villas/Apartments

- 10-8 days before the arrival 40%
- 7-4 days before the arrival 60%
- 3-1 days before the arrival 80%
- Non-show 100%

All the above terms are valid only in case when nothing different is mentioned in our tariff for each specific hotel.

All the above terms are not valid for group bookings, whose cancellation policy will be clearly stated at every group offer.

5. COMPLAINTS POLICY

- 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 solve the issue involved. Complaints or compensations that have not been reported to our agency during the clients' stay will not be accepted after clients' departure.

6. IMPORTANT REMARKS

- Due to contract policy, there might be some differences between the types of rooms listed in our tariff and the type of rooms presented in the official web site of the hotels. Filos Holidays and Travel will be responsible only for the information and the descriptions presented in its web site.
- Pay attention to the column "BASE PAX" in the field "OCCUPANCY" of the price list, it shows the minimum paying persons required for each type of room when the price is per person and the number of persons for which the price is valid when the rate is per room.
- Third bed in double rooms is usually a camp bed or a sofa bed either for adult or children

7. VOUCHERS

- All reservations must be followed by a **voucher issued by Filos Holidays and Travel**, otherwise the clients will **NOT** be accepted by the hotels and the reservation will be considered as cancelled followed by cancellation fees.
Each voucher will be sent after having received full payment for the booking.

8. ACCEPTANCE OF TERMS AND CONDITIONS

- Above conditions should be read carefully, printed, signed and send back to Filos Holidays and Travel in order to validate our cooperation.

For FILOS NORTHERN GREECE SA

Partner's Stamp & Signature

Date: _____