

The following agreement has been made between Filos Northern Greece SM S.A. (Filos Holidays & Travel) and its partner office ("The Agent") in relation to the services provided by the first during season 2025.

### **TERMS AND CONDITIONS**

#### **1.RESERVATIONS FOR ACCOMMODATION SERVICE**

- All rates published through Filos Holidays and Travel B2B system or available through XML/API are NET in Euro and include VAT and all local taxes excluding the Climate resilience tax which varies according to the hotel category and has to be paid by the guests on the spot upon arrival.

**All guests shall be informed about the payment of the relevant tax. Filos Holidays & Travel takes no responsibility of false or deficient information provided to the guests.**

- In case the Agent received a printed tariff from our Reservations department and since amendments on the tariffs may arise, please always check the on-line rate before booking. For any relevant amendments on tariffs, the Agent will be informed via newsletter by Filos Holidays & Travel ("Tariff Updates"). Please make sure that you have applied for receiving Filos Newsletters.
- Rates are valid for individuals. Group rates are always on request.
- 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 the online system as a mean for blocking rooms. In case of a not appropriate use of the online booking system, Filos Holidays & Travel reserves the right to deny its use.
- 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 e-mail. In any of the cases, you are kindly advised to request a confirmation from Filos Holidays and Travel reservations department in case you have not already received one in a short time frame.
- All data of bookings (number of guests, ages of children) must be the real one. In a case that 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 between the client and the hotel directly according to the latter's rate policy.
- For booking requests that cannot be confirmed, Filos Holidays & Travel reservations agents will provide similar alternative options that are available at that moment.
- **Amendments will always be On Request basis** and if such are made, then there is a possibility to lose any Early Booking Discounts applied on the initial reservation or even considered as cancelled by applying cancellation fees. The Agent must contact the reservation department of Filos Holidays and Travel regarding any potential change in the bookings' final rate. Amendments cannot be confirmed to the end guest unless there is written confirmation from Filos Holidays and Travel Reservations department.
- Amendment fees for individual bookings will be as follows:  
1<sup>st</sup> & 2<sup>nd</sup> amendment – no charge  
3<sup>rd</sup> 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.*
- In case of an overbooking situation occurred by the hotel, Filos Holidays & Travel is entitled to place guests in alternative accommodation of the same or higher category, taking always into consideration the inconvenience caused to the guest.

#### **2.RESERVATIONS FOR TRANSPORTATION SERVICE & EXCURSIONS**

- Rates can be provided by Filos Holidays & Travel relative departments (term 5)

### 3. CANCELLATION FEES

#### ACCOMMODATION SERVICES

In case of cancellation, Filos Holidays & Travel will try its best to minimize or eliminate, if possible, any cancellation fees. However, in case a specific accommodation or service supplier will insist on charging cancellation fees, cancellation fees will be charged according to each service policy. Cancellations that are not sent by the online booking system or advised by email, even if communicated by telephone, cannot be considered valid under any circumstances. Cancellation fees that may be applicable are visible either in the tariff notes section of each hotel or during the booking process in our online B2B system and for those integrated through XML/API cancellation fees policy is received automatically as cancellation rules.

All the above terms are only valid in cases when nothing different is mentioned in the tariff or in the notes for each specific hotel (e.g. nonrefundable rates, different cancellation policy for reservations with Early booking discount etc). All the above terms are not valid for group bookings, whose cancellation policy will be clearly stated at every group offer.

#### TRANSFERS & EXCURSIONS

24 hours before the service: 0 % cancellation fees

Less than 24 hours before the service 100 % cancellation fees

### 4. HANDLING FEE

- A handling fee will be charged for individual reservations for accommodation service made in destinations where Filos Holidays and Travel has representatives and more specifically in following regions: Halkidiki, Thassos Island and Olympus Riviera. The charge will be 3,00€ per Room, per Stay.
- The handling fee indication will be visible through the new B2B online system only and the relative amount is added to the total amount of the accommodation service. For Agents using XML, the handling fee will be added manually to the final proforma by Filos Reservations Department after the finalization of the booking for the specific areas where the fee is applied.
- The handling fee will not be applied for group reservations.

### 5. IMPORTANT MAILING ADDRESSES

Reservations Department: [bookings@filostravel.gr](mailto:bookings@filostravel.gr)

Groups Department: [groups@filostravel.gr](mailto:groups@filostravel.gr)

Transportation Department: [transportation@filostravel.gr](mailto:transportation@filostravel.gr)

Excursions Department: [excursions@filostravel.gr](mailto:excursions@filostravel.gr)

Accounting Department: [accounting@filostravel.gr](mailto:accounting@filostravel.gr)

Invoicing Department: [invoices@filostravel.gr](mailto:invoices@filostravel.gr)

Products Department: [contracts.products@filostravel.gr](mailto:contracts.products@filostravel.gr)

### 6. 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 & Mastercard. For payments by credit card a supplement of **+2.35 %** will be charged on the total amount to be paid **for intra EEA countries** (Andorra ,Austria, Belgium, Bulgaria, Croatia, Czech Republic, Cyprus, Denmark, Estonia, Finland -incl. Aland Islands, France-incl. French Guiana, Guadeloupe, Martinique, Réunion, Saint Martin [French Part], and Mayotte, Germany, Greece, Hungary, Iceland , Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway -incl. Svalbard and Jan Mayen , Poland, Portugal - incl. Azores and Madeira, Romania, Slovakia, Slovenia, Spain-incl. Canary Islands, Ceuta, Melilla, and Sweden \_  
For payments with credit card a supplement of **+ 3 %** will be charged on the total amount to be paid **for all rest countries.**

- Early booking discounts shall be paid according to the timeframe mentioned for each hotel (visible on tariffs, proforma invoices, B2B online system, Offers' details received through XML/API) .
  - Full payment for each service shall be made at least 15 days before guests' arrival. In the case of last-minute bookings, payment should be made immediately after the reconfirmation is received.
- The above terms are valid only in case nothing different is mentioned in the tariff for a certain hotel.
- In case a payment does not reach Filos Holidays and Travel's account on time, Filos Holidays and Travel reserves the right to cancel all arrangements.
  - 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 to the arrival date.
  - Above payment conditions are not valid if a separate contract is signed between Filos Holidays and Travel and the other party.
  - All payments should be made at the following bank accounts:

<b>PROCREDIT BANK</b> SWIFT - BIC: PRCBGRAA IBAN: GR45116000000000001400216901 OKTOVRIOU 26 STR Thessaloniki: 54627 Accounts holder: FILOS NORTHERN GREECE SA <b>ALL BANK FEES AT YOUR EXPENSE</b>	<b>PIRAEUS BANK</b> SWIFT - BIC: PIRBGRAA IBAN: GR490172 2120005212026300270 ETHNIKIS ANTISTASIS STR.101 -103 Thessaloniki: 55134 Accounts holder: FILOS NORTHERN GREECE SA <b>ALL BANK FEES AT YOUR EXPENSE</b>
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**Important note:** In case the "Agent" receives a written amendment notification regarding any of the above Filos Holidays & Travel's valid bank accounts, a phone verification by the CEO of Filos Holidays & Travel must precede to consider this amendment as true. In any other case, Filos Holidays & Travel takes no responsibility if the "Agent" proceeds with a payment to a wrong bank account and will demand the relative amount to complete the booked service.

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

## 8. 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 Holidays & Travel will be responsible only for the information and the descriptions presented on its web site.
- Agents that make accommodation bookings through Filos Holidays and Travel automatically allow all rest local services to be handled only by the representatives of Filos Holidays and Travel. Only these representatives can sell other services (transfers, excursions, rent-a-car) to guests travelling through Filos Holidays and Travel.
- All reservations must be followed by a voucher issued by Filos Holidays & 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.
- Group tours, multiday tours, FIT customized packages, guaranteed departures, MICE projects or any other customized product are subject to their special conditions.
- As some important policy notes cannot be transferred through the XML (e.g different cancellation policy for bookings with Early Booking discount and for regular bookings) the Wholesaler must always take into consideration the newsletters sent by Filos Holidays & Travel and which include all relevant information.

#### **9.CONFIDENTIALITY**

Rates are strictly confidential, and it is not allowed to publish them to any other third party.

#### **10.FORCE MAJEURE**

The parties of the present agreement do not bear responsibility for failure or partial fulfillment of their obligations in case of contingencies such as: fire, flood, earthquake, war, military operations of any character, blockades, general strikes on railways, marine and aviation transport, bankruptcy, pandemic, financial disorder or crisis or some other causes beyond the parties' control. In the extreme but not impossible case that any hotel declares bankruptcy, Filos Holidays & Travel is not obliged to compensate any party including the Agent. Each Party must inform in writing the other about commencement of these occurrences within 24 hours as well as not later than 24 hours after their end.

More precisely, for some almost unusual situations, such as (indicatively mentioned) hotel's bankruptcy, termination of the company's operation and unexpected closure of the hotel due to debt, transfer of ownership of the hotel's property to another person, or in general to a third party with any legal means, including voluntary or compulsory auction or with compulsory liquidation etc, the two parties foresee and agree on the following: In any analogous to the above mentioned situation, in which Filos Holidays & Travel – in the context of the agreement with the "Agent"- has already proceeded in reserving accommodation in properties through the Early Booking Discount offer, or through any other agreement (guarantee, secure allotment or other ) by prepaying any amount for this accommodation, but finally it has not become possible for this cooperation with the hotels (serving Agent's clients) to realize in time and according to the schedule(when the Agent's clients should be served) for any of the above mentioned reasons – with or without hotels' fault - , Filos Holidays & Travel reserves the universal right to demand this amount directly from the "Agent." with any additional charges that this situation costed to Filos Holidays & Travel as penalty clause and unproved compensation agreed from now on in favor of Filos Holidays & Travel. With the present agreement, the "Agent." explicitly acknowledges the above amounts as his own debt, provided that the "agent" has paid them by order and on behalf of the "Agent." and its guests. All the above that concern the exercise of the agent's rights, are also applicable in case that the "Agent" has paid an amount for Early Booking reservations, for guarantee, secure allotment or other agreement and the final cooperation with the hotels has not been realized with Filos Holidays & Travel 's responsibility ( as an example, in case that the "Agent" has delayed to pay on time the amounts obliged to within the deadlines, and as a result Filos Holidays & Travel proceeded with the payment to the hotel from its own expenses for the sake of the "Agent"). The same will finally apply in case of withdrawal of "Agent's" clients.

#### **11.VALIDITY**

- This agreement is valid from 01/01/2025 to 31/12/2025.
- The agreement is valid only when countersigned by both parties.
- If any conflict occurs in connection with this agreement, competent authority will be Hellenic Republic's Court.

#### **12. ACCEPTANCE OF TERMS AND CONDITIONS- CONTRACT SIGNATURES**

- Above conditions should be read carefully, printed, signed, and sent back to Filos Holidays and Travel to validate the cooperation.
- Data Protection - Both parties hereby agree that either as independent data-controllers, co-controllers or data processors and sub-processors, have implemented all the necessary technical and organizational measures as set out in European Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the Protection of Natural Persons with Regard to the Processing of Personal Data, in order to ensure a level of security for the personal data which is appropriate to the risks to individuals that may result from the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to the personal data.

FILOS NORTHERN GREECE SM SA

Agent's Stamp & Signature

FILOS HOLIDAYS & TRAVEL  
FILOS NORTHERN GREECE S.M. S.A.  
32 MICHAEL PSELUSS Str.  
PC: 542 48 - THESSALONIKI - GREECE  
TEL: 0010 203 10850.115  
39415/621097229 - THESSALONIKI  
VAT: EL 096019910 - TAX OFFICE: FAE THES/NIKI

Date: \_\_\_\_\_