



# Di Sa Travel

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## Terms and Conditions

Before making a reservation at **DiSa-Travel** we encourage you to read these Terms and Conditions carefully, as they constitute a contract agreement between **DiSa-Travel** and you from the time the booking is made. The person who makes the booking accepts these conditions on behalf of all the people in the group and is responsible for all payments due.

By submitting a booking in writing, online, personally or by phone you confirm to us that you comply with these arrangements.

Once you have submitted your booking request and personal details, you will receive an email with all relevant information regarding your booking. Please note that all bookings require payment of 30% of the total package price at the time of the booking.

The bookings are confirmed instantly by email after we received the deposit.

Booking services with DiSa-Travel are available only to persons aged 18 years and older. By submitting a booking, you warrant and confirm to us that you comply with these arrangements.

### § 1 Terms of Payment

Please note that all bookings require payment of 30% of the total package price at the time of the booking and a second payment with the remaining amount 30 days before the arrival. If the booking occurs less than 30 days before your arrival date full payment is required. The deposit of 30% is not refundable.

The bookings are confirmed instantly by email after we received the deposit.

We accept payments in EUR to our Greek or German bank account and via paypal. All bank fees and paypal fees have to be paid by you.

All prices quoted on **DiSa-Travel** are in Euros (€) and per person, unless otherwise specified. All payments and refunds are due in Euros. **DiSa-Travel** is not responsible for any changes in currency exchange rates that might occur from the time of booking until a refund is made.

### § 2 Validity of prices

All rates quoted or shown in our tariffs are based on current prices. All prices mentioned on this site include value-added tax. **DiSa-Travel** reserves the right to alter or change already

published prices on the website without notice in the event of currency fluctuation, government taxes, or any such costs increases that is outside **DiSa-Travels'** control.

**DiSa-Travel** reserves the right to alter routes, itineraries or departure times without prior notice should this be necessary due to weather or other reasons that are beyond **DiSa-Travels'** control.

Prices are guaranteed against any surcharge after an invoice has been issued, unless the increase is due to government laws or currency changes and amounts to 5% of the package price or more. The amounts that exceed 5% will be charged and clients will be entitled to cancel their booking with a full refund if the surcharge exceeds 10%.

Any increase due to changes in government laws, i.e. tax changes will be added to the invoice.

If a day tour, package or group tour is cancelled due to circumstances outside our control or minimum numbers are not reached, we will refund the money you have paid. **DiSa Travel** shall then have no further liability towards you.

### **§ 3 Cancellation terms**

For cancellations received up to 30 calendar days before the scheduled departure, a 30% cancellation fee will be charged.

For cancellations received 14 -29 calendar days before the scheduled departure date a 60% cancellation fee will be charged.

For cancellations received 0 -14 calendar days before the scheduled departure date a 90% cancellation fee will be charged.

If you need to make a change to your holiday arrangement you must send us a notification via email at least 4 weeks before departure. For changes we can charge up to 50 EUR per person.

Some suppliers frequently charge fees for changes; if this occurs, the extra fee will be added to your total.

Please notice that changes may not be possible within 3 weeks before departure.

### **§ 4 Liability**

Once you book through [www.disa-travel.com](http://www.disa-travel.com) or [www.lesbos-holidayhome.com](http://www.lesbos-holidayhome.com) you agree to be legally bound by the following terms. **DiSa-Travel** acts in good faith and cannot be held responsible for any loss, damage, accidents, sickness or schedule changes caused by weather or road conditions, force majeure such as natural catastrophes, strikes or any other

irregularities beyond the control of **DiSa-Travel**. Luggage is at the owner's risk throughout the tour. We therefore advise all clients to have insurance cover, as clients are at their own risk on all tours, such as riding tours, hiking, 4x4 excursions, etc.

All information on **DiSa-Travel** is subject to change and we reserve the right to correct any mistakes that may appear on our website. These general booking conditions are subject to change and we reserve the right to update these conditions without notice.

## **§ 5 Complaints**

Our main goal is to provide you with an excellent service. If you, for any reason, are not satisfied with your holiday package, we would like to hear about it. We recommend you contact us as soon as any incident occurs. All complaints must reach **DiSa-Travel** within 10 days after your departure from **Lesvos**. Otherwise, any possible compensation entitlement will not be valid.

## **§ 6 Insurance**

Please note that individual travel insurance is not included in the tour price and all medical costs and other costs involved must be paid by the client. It is therefore strongly recommended that participants take out personal insurance, especially for the active tours.

We strongly recommend to all of our clients to purchase comprehensive travel insurance prior to departure to meet any contingencies.