

AttikaPremium

Booking Terms & Conditions

Once ATTIKA PREMIUM confirms your booking a contract is made between QLS Travel Ltd. (hereafter Attika Premium) and you based on the terms and conditions set out below

Please note that upon payment via Attika Premium, a purchase with the name QLS Travel Ltd. will appear in your bank or credit card statement.

OUR RESPONSIBILITIES

1. Your Holiday Confirmation

On receipt of your deposit, we will reserve your place on your selected holiday.

Please make sure that you have the correct names, nationalities and date of birth of all travelers as per their passport.

2. Holiday Change and/or Cancellation

2.1 Attika Premium reserves the right to change or cancel your booking in accordance with operating requirements or circumstances beyond its control.

2.2 Attika Premium reserves the right to make changes to brochure and website details and arrangements both before and after the booking has been made. Most changes will be minor, but if significant changes are made you will be notified at the earliest possible opportunity. A significant change can be considered the change in the travelling day or time (more than 12 hours) or an immediate stop (spending the night) of your trip, or a change in the category of the hotels, ships, to a minor one. In such cases you will have the opportunity to accept the changes, or should cancellation prove necessary, we will give you reasonable notice under the circumstances and where available offer you a comparable alternative.

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2.3 If the change or cancellation is due to force majeure i.e circumstances where the performance of our contract with you is prevented or affected by reasons of war, threat of war, civil strife, political unrest, riots, closure of airports or ports, industrial disputes, terrorist activity, natural and nuclear disasters, fire, epidemic or health risk, Acts of God, adverse weather conditions, government actions and all similar events beyond our control, Attika Premium shall not be liable for any compensation or otherwise responsible for any expenses or losses the client may incur. However, all possible assistance will be offered to find an alternative holiday.

2.4 Attika Premium constantly strives to improve tour itineraries and features. If such improvements can be made, or unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. Attika Premium is not responsible for any other travel arrangements affected due to cancellations.

YOUR RESPONSIBILITIES

1. Booking your holiday

1.1 In order to reserve your holiday, a deposit of 50% per person per arrangement is required. This can increase if airline tickets need to be issued at time of booking, or the supplier requires a higher amount. The full payment is due if booking is made within 4 weeks prior to departure or as specified by supplier.

1.2 Once Attika Premium has confirmed your booking in writing, the deposit must be paid and is non-refundable.

2. Paying the Balance

2.1 The balance of the holiday must be paid 4 weeks prior to the departure date or earlier if required by the supplier.

2.2 If payment is not made 4 weeks prior to departure date, Attika Premium may assume that you have cancelled and cancellation charges in accordance with clause 3 below will be levied.

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2.3 In the case of late bookings made within 4 weeks of your departure, the full cost of the holiday will be payable immediately on booking.

2.4 Attika Premium reserves the right to cancel bookings and apply cancellation charges should payments not be received within the specified periods.

2.5 Surcharges may apply for increases in the following:

(i) transportation costs such as fuel, airline flight supplements or surcharges

(ii) government action such as increases in VAT or any other government imposed increases

(iii) currency changes in relation to an adverse currency exchange rate variation.

3. If you Cancel

3.1 Notice of cancellation must be made in writing to Attika Premium. The cancellation will be valid from the day we will receive in writing (with a receipt) the notice of cancellation.

3.2 Cancellation charges are as follows:

(i) over 4 weeks prior to departure loss off deposit

(iv) 4 weeks-0 days prior to departure 100% cancellation fee of the total price of the holiday

4. If you change your booking

If after your booking has been confirmed, you wish to amend your holiday or change to a different holiday, you may do so subject to availability. You will be required to pay an amendment fee of EUR 50 per person, the relevant airline penalty fees plus any additional cost of the new holiday.

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5. Holiday Details and conditions

5.1 You are responsible for all travel arrangements and cost to/from the point of commencement/conclusion of the holiday. It is your obligation arrive on time, especially when travelling as part of a group.

5.2 It is your responsibility to have a valid passport and all visas, permits and certificates required for your selected holiday as well as any necessary vaccinations and to comply with all applicable laws. Attika Premium cannot be held responsible if you do not hold the correct documentation or certificates necessary to travel.

5.3 You are also responsible during the trip to secure your passport, money, air tickets etc to a safe place. In case anything is lost we will be more than willing to help you find a suitable solution, but any possible costs will be borne by you. Passports must be valid a least six months beyond the date of travel. All children must definitely have their own passports. If you are a holder of a foreign passport you have to verify all the claims that will affect you since some countries have different requirements that depend on the nationality of the holder of the passport. If you do not manage to follow the correct procedure so as to have the right documents and no entrance is allowed to you in the country you want to visit, Attika Premium cannot be held responsible. We will try to help you but in such case we reserve the right to claim from you the cost you may incur to the trip.

6. What is not included in the price

6.1 Passport and visa fees, optional travel insurance (IMG), additional optional tours.

6.2 Tips to local guides, drivers and representatives/tour leaders. (a guide line for tipping can be provided)

7. Weather Conditions

Under no circumstances can we be held responsible for snow or weather conditions, nor can any holiday be cancelled or amended by you at any time on the basis of snow or weather conditions.

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8. Health

All persons travelling should be fit enough to travel. However, if you suffer from a health problem, you should take a doctors letter stating that you are fit to travel. If you have a disability, this should be made known to us in writing at the time of booking.

9. Insurance

We highly recommend that you take out comprehensive travel insurance cover for cancellation, medical expenses, personal accident, personal baggage, money and public liability. We recommend that you arrange insurance at the time of payment of the deposit. Please ask for details.

10. Complaints

Should a problem occur you must make it known during your holiday to the local agent or representative immediately, as most problems can be solved on the spot. Should you remain dissatisfied, please write to us setting out the complaint in detail within 14 days the end of our services under the contract. Attika Premium cannot accept responsibility for any complaints which are not notified in accordance with this clause.

GENERAL

1. Contracting parties

1.1 The booking conditions detailed contain the entire contract between you and QLS Travel Ltd. (Attika Premium). No representation, term, warranty or condition can be expressed or implied by reference to or any other writing, advertisement or conversation.

1.2 Attika Premium is not a carrier or hotelier nor does it own aircraft, hotels, ships, land vehicles or minibuses. All bookings with carriers, hoteliers, other service providers and suppliers are subject to terms and conditions and limitations of liability imposed by those carriers, hoteliers, service providers and suppliers.

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Each tour package comprises of one or more service components such as the organization of air and land transport, meals, entrance fees, accommodation and/or other facilities or services. Attika Premium has no direct day to day control over its suppliers and accepts no responsibility for any personal injury, delay, loss or damage to baggage, accident, irregularity and/or inconvenience which may be occasioned by any defect in any object (including a vehicle) utilized by a supplier for the supply of any service or by an act or omission of any supplier.

2. Use of Cookies

Attika Premium website uses “cookies” to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Attika Premium website.

3. Billing Descriptor

Any payments done via the attika-premium.com website will be shown in your back statement with the description “QLS Travel Ltd”.