

## **Travel and payment conditions AnnaHiking 2022**

All bookings with AnnaHiking are subject to the travel and payment conditions stated in this document.

AnnaHiking is a registered travel organisation, situated at the address Nistora 1, 44013 Fortosi Ioannina, Greece. Licence number 0622E70000800301, VAT-number EL-152171152, registration at the Chamber of Commerce in Ioannina.

### ***Registration and booking***

You register for a tour by filling in and sending the booking form, on the website or by electronic mail. By submitting your registration form you are offering AnnaHiking the conclusion of a travel agreement in a binding way. On annulation the annulation conditions apply. The registrator is the contact for the booking and responsible for the party.

After registration you'll receive our invoice cum travel agreement by e-mail. Should you not receive a confirmation within 7 days, please contact us, as your registration might have got lost in the electronic mail, or we have not been able to process e-mails for a longer time.

### ***What is included in the tour cost***

In every tour description you'll find what is included in and excluded from the tour cost. For tailor-made arrangements the estimate will contain a list of included and excluded items.

On January 1<sup>st</sup> 2018 in Greece an 'overnight tax' was issued. This tax will have to be paid by yourself at check-in, tour organizations are not allowed to do this. The rates per room are: € 0,50 for 1\*- and 2\*-hotels, € 1,50 for 3\*-hotels, € 3,00 for 4\*-hotels and € 4,00 for 5\*-hotels.

### ***When and how will you receive which travel documents***

Upon receipt of your downpayment we'll send you the telephone and accommodation overview, logistic information about your tour and general information about the tour area by e-mail (WeTransfer). On most self-guided travels a hiking map of the area is included and in some cases a booklet. If you live within the EU we will send those by registered mail to your home address and inform you about the track & trace code, otherwise the package will wait for you at the first accommodation.

Upon receipt of your payment of the full tour cost we'll send you the vouchers, route descriptions with detailed maps per walk and gps-tracks by e-mail (WeTransfer). You print the documents you want to take with you in the way you prefer; depending on the tour and the printing method it might be quite an amount of paper. If necessary we'll provide an updated logistic plan later.

In some cases you'll receive (part of) the documentation upon arrival; this is f.i. the case with tours on Corfu.

## ***Payment conditions***

On receipt of your invoice cum travel agreement, a deposit of 20% of the total tour cost is required.

The full tour cost must be paid on the AnnaHiking account at the latest 6 weeks prior to departure. For bookings made after the above mentioned 6 weeks deadline, full priority payment is due directly at the time of booking.

The amounts and expiration dates of the deposit and remaining payment are stated on the invoice cum travel agreement. The expiration date is the date that the money is in our bank account. Please take into account that international money transfer may take a couple of days.

Payment is only possible by money transfer to the bank account mentioned on the invoice.

In the event that the full tour cost has not been paid before the above deadline, the organizers reserve the right to cancel the relevant contract and charge the appropriate cancellation fees.

## ***Cancellation***

In case of cancellation you have to inform AnnaHiking both by e-mail AND telephone. AnnaHiking will confirm the cancellation and will on request send a cancellation invoice.

If you must cancel your trip for any reason whatsoever, the following cancellation fees are applicable:

- until 6 weeks before departure date: 20% of the tour cost
- from 6 weeks before departure date until 3 weeks before departure date: 50% of the tour cost
- from 3 weeks before departure date: 100% of the tour cost

For tours we offer through an agent different conditions may apply. We'll communicate those conditions in the tour description.

If government measures prohibit us to perform the booked tour, f.i. because of lockdown of (part of) the region of the booked tour, AnnaHiking will cancel the tour and retribute the money paid minus the cost of documentation already sent. On rebooking the tour, a discount will be given as we don't have to resend the documentation.

In all other cases the risk is with the client, and above mentioned cancellation conditions apply.

## ***Alterations to the booking***

If you want to make alterations to the booking after conclusion, we'll do our best to be of service. On successful alteration we'll issue a new cost calculation and invoice. We'll charge €35 alteration fee plus the extra cost of the new arrangement.

Cancellation of one or more of the tour members is considered as an alteration. Cancellation fees are calculated over the difference in tour cost.

## ***Liability and limitation of liability***

AnnaHiking can under no circumstances be held responsible for damage caused by a client's unauthorized action, or damage caused by third parties, natural disasters or occurrences over which AnnaHiking has no influence (including strikes, timetable alterations, etcetera).

The paths may be narrow and covered with loose stones; some climbing is necessary. Even the asphalt roads for the bicycle tours may have loose stones and holes. AnnaHiking is not responsible for any damage concluding the state of paths and roads.

Much damage can be recovered from your travel or cancellation insurance; see the conditions of mentioned insurances. **We herefore highly recommend contracting sufficient insurance.** See also under 'Insurances by the customer'.

AnnaHiking is, within the framework of a company's duty to exercise due care, only responsible for conscientious travel preparations, careful selection and supervision of service providers, the correctness of service-descriptions, and the contractually correct provision of services. AnnaHiking is not liable for non-performance by the individual service providers.

AnnaHiking is obliged to do her utmost to comply to all aspects mentioned in the the travel description. The client is obliged to report every problem or shortcoming immediately to the AnnaHiking organisation by telephone and if possible by e-mail, so that AnnaHiking has the opportunity to tackle the problem and solve it where possible.

There are certain inherent risks in travel of this type. These include, but are not limited to, risks of biking, hiking, swimming, walking, and in all trips dangers of animals, inaccessibility to medical attention and difficulty in evacuation in the case of a medical emergency. Specific food is not always available. Clients assume all such risks with regard to these possibilities. By embarking upon his/her travel, the traveller voluntarily assumes all risks involved in such travel, whether expected or unexpected.

AnnaHiking assumes that you are in good physical and mental health at the moment of departure, and that your condition is fit for the tour level. On guided tours the tour guide is the judge. Medical conditions and medications have to be reported at registration; AnnaHiking will assess wether this prevents participation.

Should your health or condition prove inadequate during the tour, so that (part of) the tour can not be concluded, you have no right for restitution. In case of injury during the tour, so that (part of) the tour can not be concluded, you can apply for compensation with your insurance.

## ***Guarantee fund AnnaHiking***

AnnaHiking as a Greek tour operator is obliged to contract an insurance for non-execution or poor performance of the package. This insurance covers the following elements:

- If in a contract (tour description) are mentioned different services, kind of accommodation or transportation than those that are truly offered, then the client can apply to the insurance company for compensation for the misleading contract.
- In the event of insolvency or bankruptcy of the tour operator resulting in a break-off of the tour, then the client can address the insurance company for a ticket for his return and compensation for the paid package that was not made.

AnnaHiking contracted this insurance with NP INSURANCE, Kifisias Avenue 81-83, Marousi, telephone +30 210 417 3300. The contract number is 2224008670 at the name of PELT ANNE LISE YVONNE CON.

### ***Insurances by the customer***

We assume that you contract travel and cancellation insurance yourself. We are no intermediate for insurances.

Note: a cancellation insurance has to be contracted within 7 days after registration.

Much damage can be recovered from your travel or cancellation insurance; see the conditions of mentioned insurances. **We therefore highly recommend contracting sufficient insurance.** Considering the circumstances in 2020 due to the Covid-19 crisis we recommend an **extended cancellation insurance** which accepts all annulations, also on the clients request.

### ***Special nutritional needs and demands***

We request special needs (allergies etc) and demands to be issued during registration. We will do our utmost to comply to your wishes, although we cannot guarantee fulfillment!

Should you need special food, take this with you as much as possible. On some tours the provision is scarce and diet products are in the more rural areas not obtainable, or with great difficulty.

### ***Baggage regulations***

For the most recent regulations concerning baggage please consult your airline. Keep in mind that the accommodations are not always located directly at a (paved) road and that elevators are not common.

*Sending in the registration form indicates that you agree to the above mentioned conditions of AnnaHiking.*