General terms and conditions Travelocal

Travelocal Terms and conditions

Travelocal is a brand of S-Cape Partners Greece.

1. Introduction & applicability

1. These travel conditions apply to all trips and bookings made with Travelocal, unless expressly stated otherwise in the offer or booking confirmation.
2. Where these conditions refer to a “trip” or “package trip”, this means the combination of travel services offered by Travelocal (e.g. accommodation, activities, transfers, cycling/walking arrangements, etc.).
3. Where Travelocal acts solely as an intermediary for individual services provided by third parties (e.g. standalone accommodation or a transfer), the conditions of the relevant service provider may also apply. We will clearly inform you of this at the time of booking.
4. “Business days” are Monday to Friday (excluding local public holidays), unless we explicitly communicate different opening hours.

2. Information provided by Travelocal

1. Before booking, we provide you with the key characteristics of the travel services, the total travel price (or method of calculation), payment conditions, and the main cancellation and amendment rules.
2. Information on the website and in proposals is compiled with care but may change (availability, seasons, service providers). We therefore recommend keeping your offer/booking confirmation as reference.
3. General information (such as weather, local conditions, routes, photos) may originate from third parties. Travelocal is not responsible for information provided by third parties unless it is demonstrably incorrect and has been explicitly presented by us as a “guarantee”.

3. Your information

1. You must provide all information required for booking and execution of the trip in a timely manner, including (at minimum) names as shown in passport/ID, email address, and mobile phone number of the lead traveller.
2. You must inform us of relevant circumstances that may affect the execution of the trip (e.g. medical conditions, dietary requirements, mobility limitations, experience/fitness level for active trips).
3. If incomplete, late, or incorrect information leads to additional costs (e.g. ticket change fees, extra transfers, last-minute adjustments), these costs are at your expense.

4. Confirmation & conclusion of the contract

1. The travel contract is concluded once Travelocal confirms your booking in writing (by email) via a booking confirmation and/or invoice.
2. Verbal or telephone agreements are only binding once confirmed in writing or once a (deposit) payment has been made.
3. Obvious errors (such as evident pricing or typographical mistakes) are not binding on Travelocal.

5. Changes by Travelocal

1. Minor (non-material) changes that do not significantly affect the trip may be made. We will inform you as soon as possible.
2. If an essential element must be materially changed before departure, we will inform you clearly and, where possible, offer a suitable alternative.
3. If a material change results in a clear reduction in quality or value, an appropriate price adjustment may apply.
4. Price changes
   a. Tour prices are based on rates applicable at the time of booking.
   b. If costs increase due to factors beyond our control (e.g. fuel/energy costs, taxes/fees, or exchange rates), Travelocal may adjust the travel price.
   c. No price changes will be made within 20 days prior to departure.
   d. If the travel price increases by more than 10%, you may cancel free

of charge, provided you notify us in writing within 2 working days after we inform you.

6. Assistance and support

1. If you encounter difficulties, we will provide reasonable assistance and support (information, contact points, help with alternatives).
2. If the difficulties result from the traveller's intent or negligence, reasonable costs may be charged to the traveller.
3. In the event of unavoidable and extraordinary circumstances (force majeure), we will seek a feasible solution within the possibilities available on location.

7. Performance of the contract & liability

1. Travelocal organises trips with due care. If a service cannot be provided as agreed, we will attempt to remedy this within a reasonable timeframe or offer a comparable alternative.
2. Services performed by independent service providers (hotels, transport companies, local partners) are subject to their own operational and safety rules.
3. Travelocal is not liable for damage or delays caused by force majeure or circumstances beyond our control (e.g. extreme weather, strikes, traffic conditions, illness, government measures, carrier delays).
4. Where statutory regulations apply to specific transport services (e.g. air or rail transport), liability may rest wholly or partly with the carrier.

8. Your rights

1. Substitution (transfer of booking): You may transfer your booking to another person provided that:
   a. the replacement meets all applicable requirements (documents, experience level, etc.);
   b. you notify us in time (preferably no later than 7 calendar days before departure);
   c. service providers permit the change.
   Any costs arising from the substitution are at your expense.
2. Reisbescheiden: wij communiceren wanneer en hoe je je reisdocumenten ontvangt. Meld het als je uiterlijk 5 werkdagen vóór

vertrek nog niets ontvangen hebt (indien van toepassing).

9. Cancellation by the traveller

1. You may cancel the trip before departure. Cancellation must be made in writing.
2. Cancellation fees (percentage of the total travel price):
   a. 60–30 days before departure: 20%
   b. 29–15 days before departure: 40%
   c. 14–9 days before departure: 60%
   d. 8–2 days before departure: 80%
   e. within 2 days before departure: 100%
3. We strongly recommend taking out cancellation insurance.
4. If parts of the trip are subject to stricter cancellation conditions (e.g. non-refundable hotels or tickets), this will be communicated no later than the offer/booking stage.

10. Payment

1. After booking confirmation/invoice:
   a. Deposit: 20% of the total travel price upon confirmation
   b. Balance: no later than 45 days before departure
2. Bookings made within 45 days before departure require full payment immediately.
3. For last-minute bookings, the 20% deposit may still be required to initiate the booking.
4. Payment can be made by bank transfer or via a secure Mollie payment link (sent by us).
5. In the event of late payment, we may terminate the contract and apply cancellation fees.

11. Your further obligations

1. You must follow reasonable instructions from Travelocal and local partners (safety, routes, timing).
2. You are responsible for your conduct and for any damage you cause.
3. You are responsible for holding valid travel documents and for checking departure/return times where applicable.

12. Complaints

1. Please report complaints as soon as possible during the trip so we can resolve them:
   a. first to the local service provider (hotel/partner);
   b. if unresolved, to Travelocal (contact details provided in travel information).
2. If the issue cannot be resolved on site, submit your complaint in writing within 10 days after returning home (unless mandatory law provides otherwise).
3. We will provide a substantive response within a reasonable timeframe.

13. Disputes & applicable law

1. The contract is governed by the law applicable under consumer contract rules, with mandatory consumer protection always prevailing.
2. If we cannot resolve a dispute amicably, the matter will be submitted to the competent court.