



TERMS & CONDITIONS

This website is operated by B&A e-Travel SA (hereinafter "B&A"), with registered office in Athens, Greece, Vouliagmenis Ave 26. The use of **travelmaster.gr/ehotels** website and services offered are governed by the following General Terms and Conditions. By making a reservation or purchasing a product or service offered through this website, the user unconditionally accepts these General Terms and Conditions.

SERVICES OFFERED

Travelmaster.gr/ehotels is a website offering travel services and more specifically hotel bookings. Reservations through **travelmaster.gr/ehotels** are possible only if the service is available. In case a reservation is completed, the contract is binding the customer and the providers of the service.

B&A operates as an intermediary between hotel bookings offered through its website by organizers/providers of each service, therefore liable for the quality and performance of each service is exclusively the organizer/provider. Users should make sure that they have consulted and abide by the general trading terms of the organizers/providers thereof.

BOOKING CONDITIONS & CANCELLATION POLICY

By filling in a special reservation form available on **travelmaster.gr/ehotels** and completing a booking, the customer gives strict instructions to B&A to intermediate a provided travel service, offered by the actual provider. By confirming a reservation, the user is bound in any case. Reservations NOT processed through **travelmaster.gr/ehotels** may have a different pricing.

After completing a reservation through **travelmaster.gr/ehotels**, the user instantly receives a booking confirmation via e-mail. The user is responsible to check the accuracy of the confirmation details IMMEDIATELY and to inform B&A in case of any errors. B&A cannot guarantee that any errors reported after the booking registration will be fixed and these changes may incur additional charges. In case of mistakes made by the user during the booking process, additional charges may apply even when reported immediately after booking.

When the user makes a reservation the system automatically appears an option date that indicates the date until the user can cancel the reservation without any charge. The voucher (confirmation slip) can be issued only after the payment of the reservation. The user must issue their confirmation slip/voucher and save it till the check in process which must indicate that the room (with or without breakfast) is payable by the supplier and includes the supplier's booking reference number. All extras incurred by user must be paid directly to the hotel before their departure. B&A will NOT pay hotels for user's personal hotel charges. If we receive an invoice with user's voucher and if it is for more nights or services than the user's reservation, then we will invoice user based on his voucher only.

In case of short- term changes of any booked service (eg failure of service by the provider, etc) B&A will try to contact the user by phone or e-mail to inform about the changes. However, B&A does not hold any responsibility for changes, delays or cancellations of any other related services provided by other providers.

HOTELS RATING AND DESCRIPTION

Hotels are classified from 5 to 1 star. The classification is provided to us by the supplier of the hotel component and we undertake every effort to validate and authenticate this information, but hold no responsibility for the information provided and published on **travelmaster.gr/ehotels**. B&A cannot be held responsible for wrong and inaccurate information provided to us by the supplier. Images, descriptions and a list of amenities/facilities are also provided and this information is obtained from the supplier of the hotel component. Star ratings aim to give a general overview of the quality of the hotel and approximate level of facilities, services and amenities available. However, this rating system does vary from country to country. For example a 5* Bangkok hotel will not be the same

as a 5* London hotel. B&A are not responsible for the hotel categories and * ratings as these have been provided to us.

The descriptions of travel components contained on our website are provided to us by the travel component suppliers. We do not check or inspect the facilities or services which form part of any travel component. We accept no liability for the accuracy of travel component descriptions or details nor do we accept liability for any loss incurred by a Travel Company in relying on the descriptions. B&A does not recommend a particular hotel and does not guarantee the quality of all hotels presented on our website.

FIT OPERATING PROCEDURES

Making Bookings:

- Bookings must be made through B&A's website **travelmaster.gr/ehotels**.
- Confirmations from B&A should be checked from you upon receipt and queries communicated to B&A as soon as practically possible. It is your responsibility to ensure that the B&A's confirmations are for hotels and services required and to cancel if any is not. Failure to cancel the confirmation of a requested hotel or service or an alternative hotel or service confirmed within the applicable deadline, will result in a charge.
- From time to time hotels cannot accept confirmed bookings. We will always do our best to avoid that problem and where it happens seek to provide a suitable alternative. We are not able to guarantee in all cases that alternative accommodation booked will be of the same standard or in the same location. We will always try your requested hotel first. If we cannot confirm it we will, whenever possible, confirm an alternative. It is your responsibility to cancel or amend such alternatives if you do not approve them. Failure to cancel an alternative that is not acceptable will result in cancellation charges. We will only confirm an alternative if your requested hotel is not available. We will not confirm an alternative if you have told us you will only accept your requested hotel.
- If you have issued a voucher for a booking you later cancelled but the voucher is sent to us by the hotel with their invoice as you arrived and stayed, we will invoice you according to the stay detailed on the voucher in any case.
- Special requests to hotels such as non-smoking, adjoining or interconnecting rooms, will be passed on but cannot always be confirmed or guaranteed.
- Disabled rooms usually have wheelchair access but do not necessarily include features for the seriously disabled.
- We require at least one name for each room.
- Please be aware that hotels are under renovation from time to time. Hotels take all possible steps to limit disruption to their guests. We will not accept complaints, or requests for refunds, if a hotel is carrying out renovations whilst a guest is resident.
- In most hotels the normal earliest check in time is 14:00 but in some may vary and check in time is 12:00
- We guarantee only the first night of a booking (apart from fairs or if otherwise advised at time of confirmation) and hotels can release rooms if you not arrived by 18.00 (local time). It is under user responsibility to mention at reservation form for a late check in time at the time of booking.
- Triple and quad rooms may consist of twin or double bed/s plus extra bed, or two double beds. In some hotels, all triple rooms are doubles with an extra bed. Most hotels do not have one full size bed for each guest in their triple or quad rooms.
- Bookings must not be made with fictitious names for you to hold space. If you do not book with the correct name you may receive non-arrival charges.
- If children are being booked, the child ages must be specified. In most cases the breakfast for children are not included in the rate especially when a child sharing the room is free of cost.
- If you alter your stay directly with a hotel, we will need a confirmation letter from an authorised representative of that hotel stating that the change has been accepted and that no charges will be levied to us as a result of the change. We will require a copy of this letter within 30 days of the change to qualify for any financial adjustment. After that period requests for a credit may not be accepted.
- It is your responsibility to ensure that the room type booked will be suitable for you. If more persons turn up at the hotel than the room can accommodate then the hotel are within their rights not to accept the booking and in this case no refund will be made. While B&A makes any effort to ensure that your requested room type and smoking preference is available, B&A cannot guarantee the actual bedding make-up of the room. These requests are sent to the hotel supplier and are subject to availability. B&A tries to ensure that the hotel provides the room type(s) booked, however there may be occasions when instead of a double-bedded room a twin may be allocated or a double -bedded room instead of a twin. Please be aware that the majority of European hotels provide 2 single beds pushed together to make a Double bed. While all room type preferences are forwarded to the hotel, room allocation is done by the hotel and subject to availability at the time of check in.

- We have no control over any extra charges that a hotel may decide to implement for guest room incidentals, such as air conditioning, safe box, mini fridge, hire of television remote etc. Any such charges must be paid direct to the hotel and B&A cannot be held responsible for any incidental charges passed on by the hotel.
- You **must** always end all the steps of booking to ensure the availability of a hotel room although it appears available on-line.

RATES/PRICES

All rates quoted are net and non-commissionable, inclusive of all taxes and service charges. Rates include applicable hotel taxes.

From time to time exceptions do apply and these will be notified in our website at the City Taxes link. Most of our hotel rates are inclusive of local taxes but some government authorities now levy a tourist tax, which must be paid by each guest on departure. Please refer to our site for guidance. It is your responsibility to check the city taxes link at our website.

Currency exchange rates generally change on daily basis depending on the fluctuations in the market. B&A reserves the right to update room rates displayed on the website depending on any market fluctuations. Any changes relating to currency exchange rate fluctuations will not affect the rates of an already confirmed booking. Likewise, once a booking has been booked and confirmed at the rates you have accepted, there is no refund for any difference in rates due to exchange rate fluctuations.

B&A reserves the right to vary B&A's rates applicable to Bookings at any time on notice to you as a result of any matters outside B&A's control including, without limitation, trade fairs or changes in applicable taxes. Certain periods (e.g., religious holidays, Easter, New Year, major sporting events and others) may attract high prices in some cities. These are not strictly trade fairs but during these periods our rates may be close to or even above rack, and they should be treated in the same way as trade fairs.

Prices for twin or double rooms for sole occupancy, whether requested by you or confirmed as an alternative by us, will be given on our confirmation. Some hotels offer different rates (in singles for example) depending on the total number of guests staying. In some hotels no additional bedding is provided for a child where the child is either free or at a reduced price and breakfast may be charged for the child on departure. If a child requires a bed of its own you must request a triple and no child discount will apply.

If a hotel levies a local telephone service charge (to allow you to make unlimited local calls from their room) it must be paid by the guest when departing from the hotel. Any offers based on stay for a certain number of nights and pay for another number of nights do not apply during fair periods.

Confirmed bookings may detail a gross, commissionable rate. In such event, B&A Booking Confirmation will include details of the commission due to you, if any. B&A's service fee as an intermediate is always included in the total price of each provided service.

PAYMENTS

By your end of your reservation your account is automatically set on prepayment basis. That means that all your bookings must be paid before your arrival to the hotel on the option date or the date mentioned by the final Confirmation. If a payment is not received until the option date, B&A has the right to cancel your booking.

SPECIAL OFFERS, PROMOTIONS & NON-REFUNDABLE RATES

From time to time, we might make special offers, promotions or competitions available in our site for specific services or products of ours, or of suppliers or partners of ours. All such offers, promotions or competitions are subject to the specific terms and conditions defined thereto. In case no specific terms and conditions come along or they are limited, thus not covering all areas, then the present terms and conditions shall apply.

Non – Refundable rates come at a significant discount to the flexible rates we currently offer to you. However the rates come with strict conditions as follows:

1. *Non refundable – Once booked and confirmed the room will incur full charges if cancelled.
2. *Non amendable – Once booked and confirmed no amendments can be applied to the booking. Any request for amendment would incur full cancellation charges.
3. *Pre-payment – Payment for the booking would be at the time of confirmation. When selecting a restrictive rate you must first pay the reservation and then you will receive the confirmation.

AMENDMENTS & CANCELLATIONS

- For each service booked and confirmed, you will be provided with a cancellation or amendment deadline along with the any cancellation charges that will apply if cancelled or amended after the deadline. To avoid cancellation or amendment penalties, the confirmed travel component should be cancelled or amended **before** the date and time specified on the cancellation and amendment deadline. Bookings cancelled or amended after the cancellation and amendment deadline and before the check in date will be automatically invoiced with the cancellation or amendment charges.
- For any cancellations you must receive by B&A a confirmation of cancellation. You must inform B&A if you do not receive such confirmation as failure to do so will result in B&A charging you for a non-show.
- You will be required to contact our reservations department **in writing** if a booking is to be amended or cancelled after the check in date. Normally this will attract a minimum of 1 Night to 100% charges. We do not accept cancellations and amendments over the telephone.
- In case you wish to make changes in your booking, you should keep in mind that at the time of the relevant request, there may be no availability for your amendment requests. Furthermore, the accommodation provider is not obliged to meet your requests. In any case, we shall do our best to assist you in your new request subject to the terms of this agreement. Extra cost may incur by the accommodation provider for the cancellation in accordance with the provider's policy. With regard to cancellations, there should be noted that the cancellation fees will vary depending on the date of cancellation, i.e. the sooner you cancel, the lower the cancellation fees.
- B&A will not be bound by /or responsible for any changes and cancellations made directly with the hotel.
- During special event periods, certain dates and early bookings type, the hotel may pass on a different cancellation policy of which you will be informed as soon as B&A is notified. In certain cases, name changes are not permitted and the booking may need to be cancelled and re-booked. In this case new rates may apply.
- Any booking which offers free nights or early booking savings are liable to certain restrictions which we will be informed to you as soon as B&A is being notified. Generally these restrictions are: No name changes and no extension or reduction of nights. If you have booked a stay that includes 1 night free and you decide to cancel, then the free night will not be refunded because this is free. You are allowed to make up to two amendments for each reservation. More than two amendments are not permitted and the booking will have to be cancelled and re-booked. New rates may be applicable. Please note that nightly room rates might increase after a confirmed amendment even if you decrease the number of nights. This might be either due to changes in currency exchange rates or promotions on the original booking date.
- We remind you that when you book a hotel via our system, then it is bound by the terms and conditions of that hotel. In case the hotel management notices any improper conduct from you, they reserve the right to terminate your stay, and full cancellation charges will apply. In such a case neither the hotel nor we shall have any liability towards you. Furthermore, in case you cause any damage to the hotel or other third party during his stay, you agree to indemnify us in full against any claim that may be raised against us, the local representative or the hotel. We remind you that you solely liable for all damages caused to the hotel and/or third parties and all expenses incurred during your stay have to be paid by you before your departure.
- If the original hotel booked is closed, over booked or has maintenance problems and /or cannot provide the room(s) booked, you accept that the hotelier or supplier is responsible for finding you alternate accommodation of a similar standard. Where we have prior notice, B&A will contact you by e-mail. B&A accepts no liability for any losses or costs that may occur as a result of re-location.
- B&A shall be entitled, without liability to refuse, amend or cancel any Bookings made by you that B&A believes, for any reason that they are not bona fide Bookings for fully independent travel or that they violate against the terms and conditions stated on the website.

MAP INFORMATION

Maps are provided for information purposes only. While B&A tries to present hotel and map information as accurately as possible, we do not accept any responsibility for the accuracy of this information or for any errors and/or omissions. We suggest that you contact the hotel directly to obtain the most current and complete location information and directions.

REFUNDS/ COMPLAINTS

Complaints should be reported and solved when matters occur and before your departure. It is stressed again that liable for a refund is only the service provider (hotelier or hotel manager). However, refunds can only be affected if it is acknowledged to B&A in writing within 14 days from your departure. B&A will ONLY transmit the complain to

the service provider and therefore cannot even guarantee for an answer on the service provider's behalf and/or the outcome of the case.

In case of overbooking B&A undertakes only the responsibility to inform the service provider, which in turn should arrange accommodation in hotels of same or higher category. However, responsible for any availability and arrangement is only the service provider. Refund for such cases is not acceptable and any kind of complaints should be resolved between you and the hotelier or hotel manager.

DISCLAIMER OF LIABILITY

All information and data concerning services are provided by each supplier. B&A undertakes every effort to verify the published data of its accuracy and actuality but holds no responsibility for the information provided and published on its website.

B&A is not responsible in the case a product or service is unavailable on the date of booking. B&A is not responsible for fulfilment of the contract between the user and the provider. In no case B&A is responsible for acts, errors, warranties, violation or denial of any provider or for injury, death, property damage or other losses that may arise due to a cause related to the use of the website and the information, product and services offered by the provider or any unauthorized third party interventions in products or services which are offered through this website. B&A bears no responsibility and will not reimburse any delay, cancellation, overbooking, strike or any other reason beyond its control. Moreover, it bears no liability to indemnify any additional expenses, omissions, delays, rerouting or act of any government authority.

As for the bookings with the best price mix technology, in case of cancellation of one part of the booking due to an external factor (e.g. strike, weather), B&A cannot guarantee that it can amend the rest of the booking data without any extra charge. In case the user would like to totally amend/cancel the booking, the terms and conditions of the provider will apply.

B&A makes every possible effort for the proper operation of the website without providing any guarantee for the normal function and suitability concerning the software, the products and offered services as well as functionalities to continue normally and are free from viruses and other harmful evidence. The same applies to the other information included on this website and provided by third parties.

This website contains links to websites of third parties. B&A is not responsible for their availability, the privacy policy, the content of third party pages and for any damage arising from their use, since the user has access to them at their own responsibility.

B&A reserves the right to terminate or restrict user's access to **travelmaster.gr/etravel**, refuse service, remove or edit content or cancel orders at any time without advance notice or liability. The information provided here is subject to constant change. B&A or any partner/s has/have the right to make changes on the website at whatever time.

USER RESPONSIBILITY

The website must be used only for legal purposes and be conducted with legal means so as not to restrict or prevented the use by others. The user is obliged to use the website in accordance with morality, the law and the present conditions and to refrain from acts or omissions that may affect, endanger as well as cause damage or malfunction to the services provided by B&A.

User is absolutely responsible for all uses of our website by him and anyone using your password and login information. User also guarantees the accuracy and the completeness of all submitted information concerning personal data.

User after making a reservation accepts that all the contact data provided during the booking procedure are accurate. B&A is not responsible if a user cannot be reached to the specific details provided. The user accepts that the abuse of services may cause their exemption from accessing this website. In case the User does not make any reservations, B&A will have the right to disable User's codes, at B&A's discretion.

DATA PROTECTION POLICY

Your name, postal address, e-mail address, telephone-cell phone number, children's age (if applicable) is necessary information in order to ensure your reservation. It is your responsibility to check that the above information have been entered correctly.

When booking, we save and store your data. This information is exclusively used to facilitate the booking process. In no case will your data be transferred to third parties other than associated third parties selected by you (wholesale travel agencies or/and hotels) in order to hold your reservation and perform other requests made by you.

Any financial information is used for billing purposes. This information is used for billing purposes and to complete your orders.

To improve the use of the **travelmaster.gr/ehotels** website, we use cookies as do most companies providing internet services. Cookies are part of the browser program and store up data in order for your hard disk to process our website. This allows us to recognize your IP address the next time you use the **travelmaster.gr/ehotels** website. You can use our website without cookies, but the website is easier to use with cookies enabled. Most browsers automatically accept cookies.

You can certainly remove all cookies any time from your hard disk. You can also modify the settings of your browser to not accept cookies without your consent. Enabling cookies is not linked to your personal information in any way. Third party vendors also use cookies to show ads based on a user's previous visit to our website. The user may choose to not receive cookie files from third parties through their page.

You declare that you grant B&A e-Travel SA, the right to keep a registry with the data that have been acquired during hotel reservation at your name and for the needs of this service.

The above- mentioned data are collected to a registry that operates according to Greek Law and more specifically according to Law 2472/1997, as in force. There has been a lawful notification to the Hellenic Data Protection Authority, for maintaining this registry, according to which the data controller of this registry is "B&A e-Travel SA", seated in the Municipality of Athens, 26 Voulagmenis Ave. The purpose of this registry is to collect data of people who wish to make or/and make a reservation and there are no third receivers of this data, apart from wholesalers travel agencies and hotels. Citizens have the right to access and to object to the processing of their personal data, according to articles 12 and 13 of Law 2472/1997. In order to exercise their rights, they may be addressed to the legal representative of the company "B&A e-Travel SA" at the telephone number: 00302109240780.

You expressly declare that you have been specially informed and consent in writing to collect, process and use personal data according to the above mentioned.

INDEMNIFICATION

You agree and acknowledge that:

- In case of an individual booking or multiple bookings you are the one responsible for all legal and financial obligations towards us.
- You cannot transfer any of the rights or obligations arising from this agreement.
- You can only retrieve, display, save or print individual pages of our site.
- You will not copy, place on a server, distribute or sell any of the information contained in the site.
- Our suppliers and partners are independent contractors and not employees or agents of ours.
- We provide you with agent services only via our online research, availability and accommodation system.
- When you proceed with a reservation you are bound by the terms and conditions of the hotel booked in addition to the general booking conditions listed in this website.
- You shall indemnify us, including our officers, suppliers and agents or other partners from and against any and all liabilities, expenses, legal and attorney's fees and damages arising out of claims resulting from your use of the site and/or any material you post to or transmit through the site or its servers.
- You shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use of this site.

ADVERTISING & SPONSORSHIPS

We shall not accept any responsibility or liability for any content in the site posted by advertisers or sponsors. Sponsors and advertisers are responsible for ensuring compliance with applicable law.

INSURANCE

You are encouraged to arrange for your holiday insurance, as your holiday may be obstructed due to reasons that are beyond our or your control

COPYRIGHT AND TRADEMARKS

The copyright and all other protected rights concerning the website belong exclusively to B&A. The content of this website is exclusively copyrighted by B&A unless it is duly referred to a third party property. The name of B&A as well as all trademarks, logos and graphic designs shown on the website belong exclusively to B&A or to their parties.

Any copy, distribution, transformation, processing, resale or creation of derivative work is forbidden as well as deception to the public concerning the actual website content provider. Any reproduction, republication, uploading, communication, distribution or transmission or any other use of the content in any way, for commercial or any other purposes is only permitted on prior permission of B&A or other holder of copyright.

GENERAL

B&A shall not be liable for any failure in service relating from uncontrollable circumstances such as flood, earthquake, riot, terrorist acts, acts of governments or authority change in a country, bad weather conditions etc. The climate differences and energy saving rules of different countries might affect the heating systems at the hotel which is located at that particular area and/or country. For instance, in Italy the heating system can only be operated between Nov 15 and March 15 due to government regulations. Opening and closing dates of the swimming pools also might be affected by the climate and weather conditions. B&A is not liable for the practices of the hotels regarding to these issues.

AMENDMENT TO THESE GENERAL TERMS AND CONDITIONS

B&A reserves the right to amend or to renew the above terms and conditions related to the use of this website at any time, without being obligated to inform the user. Current General Terms and Conditions shall always be displayed on the website and are applicable in the given point of time. The user accepts all relative amendments with further use of our website after they are made.

The validity of the above terms cannot be limited to any contrary trading conditions of the user. Amendments and additions to these terms as well as additional agreements must be made in writing.

APPLICABLE LAW

Relations between the users of website and B&A are explicitly bonded by the Greek Law. The courts of Athens are responsible for resolving any disputes between the parties.