GENERAL TERMS AND CONDITIONS

LET'S TOUR

These General Terms and Conditions (hereinafter the "Terms") govern the relationship between LET'S TOUR (hereinafter the "Company") and the user of its services (hereinafter the "User"), in relation to the provision of intermediary services for the reservation, purchase or arrangement of travel services provided by third-party suppliers, including, without limitation, airline and ferry tickets, accommodation services, vehicle rentals and other related travel services, both domestically and internationally.

The Company provides its services exclusively in person, by telephone and via electronic correspondence (email), and does not operate any online booking platformor an automated electronic transaction system.

By submitting a booking request and/or providing any instruction to the Company, the User declares that he/she has read, understood and unconditionally accepted the content of these Terms, which constitute an integral part of every transaction.

---

1. Scope of Application

1. These Terms apply to every transaction carried out between the Company and the User, regardless of the means of communication or submission of the relevant instruction (in person, by telephone or via email).
2. The Company acts solely as an intermediary and not as a principal and does not have the capacity of a provider of the travel services purchased or used by the User.
3. Responsibility for the performance, quality, safety and proper provision of the travel services lies exclusively and independently with the respective suppliers.
4. By submitting a booking request or providing a purchase instruction, the User declares that he/she has reviewed, understood and fully accepted these Terms.

---

2. Intermediation & Booking Procedure

2.1 Subject of Intermediation

The Company provides search, information, intermediation and booking handling services for travel services provided by third-party suppliers.

The User's instruction for the reservation or purchase of services constitutes a binding request for services with an obligation to pay, subject to acceptance of the booking by the respective supplier.

2.2 Booking Procedure

1. Following the submission of a booking request or instruction, the Company sends the User an acknowledgment of receipt of the relevant request.
2. A booking is completed exclusively and only after:

   a) confirmation of availability by the supplier, and
   b) completion of payment by the User.
3. Final confirmation and the Booking Reference Number are sent to the User via email. From that point in time, a contract is concluded between the User and the supplier, with the Company acting exclusively as an intermediary.
4. Each confirmation is subject to available capacity/availability and full settlement of the relevant service.
5. The User is obliged to provide true, complete and accurate information; the Company bears no liability for errors resulting from false or incomplete data.

---

3. Payments & Financial Terms

1. A booking is deemed valid only provided that full and successful completion of payment has taken place through the methods designated by the Company.
2. Prices, taxes, fees and any related financial terms are determined exclusively by the suppliers and may be adjusted at any time, without liability on the part of the Company.
3. In the event of payment failure, errors in payment details or failure to settle amounts in due time, the booking may be cancelled without liability of the Company.

---

4. Cancellations, Amendments & Refunds

1. The terms and conditions governing cancellations, amendments and refunds are determined exclusively by the respective supplier and vary depending on the fee or service category.
2. The User is obliged to independently and directly obtain information from the respective third-party supplier regarding any change relating to his/her booking. The Company bears no obligation to inform the User of any changes, amendments or cancellations relating to the booking. By way of exception, the Company may, at its sole discretion and exclusively for facilitation purposes, send notifications to the User regarding changes or cancellations of the booking. Such assistance does not, directly or indirectly, create any obligation on the part of the Company to inform the User regarding existing or future bookings.
3. The Company bears no liability for delays, cancellations, itinerary changes or other modifications attributable to acts or omissions of third-party suppliers.

4. The Company shall use reasonable efforts to assist the User with requests for amendments or cancellations, without however guaranteeing acceptance or a specific outcome.
5. Any refunds are processed exclusively in accordance with the supplier's policy and are returned to the User only if approved by the supplier.
6. The Company shall not be liable for any inability or delay in the performance of its obligations insofar as such inability or delay is due to force majeure events, including indicatively and not limited to natural disasters, strikes, pandemics, governmental bans or restrictions, acts of war, or other extraordinary and unforeseeable circumstances beyond its reasonable control.

---

5. Company Liability

1. The Company acts exclusively as an intermediary and bears no liability for the performance, quality, safety or proper provision of services by third-party suppliers.
2. The Company shall not be liable for damages, delays or other consequences arising from acts, omissions or inadequate service on the part of third parties.
3. The Company's liability is limited to cases of intent or gross negligence exclusively in relation to the provision of its intermediation services.
4. Use of the services is carried out exclusively at the User's own responsibility.

5.1 Supplier Errors and Omissions

The Company bears no liability for errors, omissions, inaccurate information or manifestly incorrect prices (including incorrect fees, availability or technical system errors) originating from third-party suppliers or their electronic systems.

Each supplier reserves the right to amend or cancel bookings concluded due to such errors, without liability of the Company.

5.2 Travel Documents – User Responsibility

The User bears sole responsibility for the existence, validity and adequacy of the required travel documents (passport, identity card, entry visa, health certificates, etc.).

The Company bears no liability for denial of carriage, refusal of entry into a country or any other consequence resulting from insufficient or invalid documents.

---

6. Personal Data Protection

1. The Company fully complies with the General Data Protection Regulation (EU 2016/679 – GDPR) and applicable Greek legislation.

2. Personal data are collected exclusively for the purposes of processing requests/bookings, communication and fulfilment of the Company's contractual obligations.
3. The User enjoys all rights provided by law, including the right of access, rectification, erasure, restriction, objection, as well as the right to lodge a complaint with the Hellenic Data Protection Authority.

---

7. Amendment of Terms

The Company reserves the right to amend these Terms at any time. Amendments shall be effective from the time of their publication or notification.

Continued cooperation or use of the services constitutes unconditional acceptance of the amended Terms by the User.

---

8. User Obligations & Conduct

8.1 User Obligations

1. The Company's services are addressed to natural persons who have reached the age of 18 and possess full legal capacity, as well as to legal entities duly represented. By providing an instruction or submitting a booking request, the User – whether acting on his/her own behalf or as a legal representative of a legal entity – declares under his/her responsibility that he/she meets the above requirements and has the necessary authority of representation.
2. The User is obliged to use the Company's services in good faith, in accordance with the law, good morals and these Terms.
3. The User undertakes not to engage in abusive, fraudulent or unlawful use of the services, nor in acts that may cause damage to the Company or to the providers of travel services.
4. The User must fully comply with the transport, accommodation and general operating terms of third-party travel service providers, as announced or imposed by them.
5. The User must provide complete, accurate and up-to-date information and bears responsibility for any consequences arising from inaccurate or incomplete information.
6. Where the User makes a booking on behalf of a third party, the User is responsible for the accuracy of the third party's details and fully guarantees the respective obligations towards the Company and the suppliers.

8.2 User Conduct

1. The User is obliged to behave appropriately, in accordance with the safety rules, codes of conduct and proper operation set by each provider (airline, ferry company, hotel, car rental company, etc.).

2. Any consequences arising from inappropriate, improper, aggressive or unlawful conduct of the User, including removal, refusal of service, imposition of fines or additional charges, shall be borne exclusively by the User.
3. The Company is under no obligation to intervene or cover financial or other claims arising from User conduct that violates supplier terms or applicable law.

---

9. Governing Law & Jurisdiction

These Terms are governed exclusively by Greek law.
For any dispute between the Company and the User, the Courts of Piraeus shall have exclusive jurisdiction.