

## **General Terms & Conditions**

- Tours will leave according to times stated on itineraries, no compensation is provided for guests that fail to show up on time nor do we accept the responsibility for passengers failing to be at designated pick up points at designated times.
- We take no responsibility for passengers that leave pick up locations if our vehicles are not present at the scheduled departure time.
- We recommend all traveller's have adequate travel insurance in the event of delay, illness and loss of property which may result in failure to join or complete our tour.
- Pick up locations must be confirmed 24 hours prior to tour departure.
- We accept no responsibility for passengers missing our tour if pick up location is changed and we are not advised nor for lost or stolen property.
- We reserve the right to alter any part of the itinerary without notice and to use alternate vehicles and operators.
- Smoking is not permitted on our vehicles or inside winery buildings.
- Your purchase will be confirmed via email. The cancellation fee policy will take effect once you submit your reservation. If your purchase cannot be confirmed for any reason, we will fully refund your purchase without any additional charges. We recommend each customer read and review our cancellation policy.

## **Touring Code Of Conduct**

- Persons causing a nuisance to other passengers may be removed from the vehicle.
- Crete Wine Escapes will not be liable for any expense incurred by the passengers should this occur.
- Uncontrollable and disruptive drunken behaviour will not be tolerated. Wineries reserve the right to refuse service & entry. Disruptive persons will not be allowed on the bus. No alcohol or food is allowed on our vehicles. Guests are not allowed to bring their own food and drinks on any of the tours.
- Individuals are responsible for any damage inflicted on our vehicles or at wineries.

## **Payment Requirements**

- 50% deposit is required to secure booking
- Payable by direct deposit to our bank account.
- 100% if booking is made within 7 days prior to the tour commencing.
- Payment is required in full 7 days prior to the tour commencing.

## **Payment Options**

- Payment accepted by credit card.
- All payments made using the card are processed through the electronic payment platform of "Alpha e-Commerce" of Alpha Bank and uses TLS 1.2 encryption protocol with 128-bit (Secure Sockets Layer - SSL). Encryption is a way of coding the information until it reaches its recipient, who will be able to decode it using the appropriate key.

## What can be Refunded

- Some tours may require a minimum number of travelers to operate. The affected traveler will be fully refunded or may choose a similar tour product as a substitute of the same price level. Should this occur, it would be under very rare circumstances.

## Our Cancellation Policy

- The Cancellation Policies listed below apply to all reservations, cancellation Policy for the daily tours:
- 5 days prior to departure: 100% of total purchase amount can be refunded
- 2-4 days prior to departure: 75% of total purchase amount can be refunded
- 1 day prior to departure: 50% of total purchase amount can be refunded

## Cancellation Policy for the multi day tours:

- 45 Days Prior to Departure Date: 100% of total purchase amount can be refunded
- 30-44 Days Prior to Departure Date: 75% of total purchase amount can be refunded
- 15-29 Days Prior to Departure Date: 50% of total purchase amount can be refunded
- 14 Days Prior to Departure Date: Non Refundable
- Please note that cancellation fees are calculated based on the date we receive your signed Cancellation Request Form and travel service start date.
- In case you desire to change a tour for another there is no amendment fee.
- All cancellations must be made directly with Wine Escapes, not with tour providers.
- In most cases, reservations paid by wire transfer, cash deposit, or money order/traveller's check/cashier's check will be refunded via the same payment method. If that is not possible then they will be processed via wire transfer. For refunds processed by wire transfer, any associated wire transfer fee will be deducted from the overall refund amount.

## How to Cancel a Reservation

- We will process your cancellation/refund request within one to three business days.
- We will NOT acknowledge any verbal / over-the-phone request or voice mail.
- Verbally speaking with our customer service representatives without filling out a request form will not guarantee that your cancellation has been processed or acknowledged. We will NOT accept email cancellations unless they have a complete, signed, and attached Cancellation Form.
- Cancellation must be made by sending an email to [yamas@cretewineescapes.com](mailto:yamas@cretewineescapes.com)

## Contact Emails:

**[yamas@CreteWineEscapes.com](mailto:yamas@CreteWineEscapes.com)**