



ANNEX A

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 **travelmasterhotels.com** 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

Travelmasterhotels.com is a website offering travel services and more specifically hotel bookings, transfer services and ferry tickets. Reservations through **travelmasterhotels.com** 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, transfer and ferry 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

HOTEL RESERVATIONS (VOUCHERS)

By filling in a special reservation form available on **travelmasterhotels.com** 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 **travelmasterhotels.com** may have a different pricing.

When the user makes a reservation, our reservation department has the right to change the option date that the system displays on-line in order to avoid extra charges due to differences with the hotel's option date. After completing a reservation through **travelmasterhotels.com**, 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 he must issue the voucher in order to confirm the reservation, otherwise the **system** will **automatically** cancel the reservation at the option date without any notification. The voucher can be issued only after the payment of the reservation, unless otherwise has been agreed between B&A and the client. The user must provide its clients with their confirmation slip/voucher 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's clients must be paid directly to the hotel before their departure. B&A will NOT pay hotels for client'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 the 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 third parties.

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 **travelmasterhotels.com**. B&A cannot be held responsible for wrong and inaccurate information provided to us by the suppliers. 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 is 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.

HOTELS 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 provided by our suppliers 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.

HOTELS FIT OPERATING PROCEDURES

Making Bookings:

- Bookings must be made through B&A's website **travelmasterhotels.com**.
- Confirmations from B&A should be checked by the user upon receipt and queries communicated to B&A as soon as practically possible. It is your responsibility to ensure that the B&A 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 the client 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 undergo 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
- In cases of late check in we will try to secure the first night of a booking (apart from fairs or if otherwise advised at time of confirmation) however hotels can release rooms for the entire stay if the client has not arrived by 18.00 (local time). Hotels policies on late check in vary and it is the user's responsibility to remark such cases in all reservations made through B&A (reservation remarks) for all late check ins (such to be considered any check in later than 14:00).

- 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 the user to hold space. If the user does not book with the correct name he may receive non-show charges.
- If children are being booked, the children ages must be specified. In most cases the breakfast for children is not included in the rate especially when a child sharing the room is free of cost.
- Should any client of yours alter their 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 as a result of the change. We will require a copy of this letter within 30 days of the change for the client 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 the party travelling. If more persons turn up at the hotel than the room can accommodate then it is within the hotel's 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 clients' 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, as long as the user has noted them in the reservation or has notified B&A if the first is not feasible, 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 or anything extra that is not specifically mentioned on the voucher. Any such charges must be paid directly to the hotel and B&A cannot be held responsible for any incidental charges passed on by the hotel.
- You **must** always go through all the steps of booking to ensure the availability of a hotel room, although it appears available on-line, and receive the reservation confirmation.

HOTELS 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 incur 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 requested amendment. 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 is liable to certain restrictions which will be communicated 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 your client decides to cancel, then the free night will not be refunded because it was not included in the rate in the first place. 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 your client books a hotel via our system, then your client is bound by the terms and conditions of that hotel. In case the hotel management notices any improper conduct from your client, they reserve the right to terminate his stay, and full cancellation charges will apply. In such a case neither the hotel nor we shall have any liability towards you and your client. Furthermore, in case your client causes 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 he is solely liable for all damages caused to the hotel and/or third parties and all expenses incurred during your client's stay have to be paid by your client before his 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.
- Should any client leave a hotel before the end of their book stay (early departure) and without informing the hotel or B&A they are doing so, we cannot guarantee any refund for the unused nights and reserve the right to invoice in full for the stay we reserved on your behalf.
- 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 the present terms and conditions and as stated on the website.

TRANSFER RESERVATIONS (VOUCHERS)

Booking requests for transfers must be made at least 24 hours before transfer time. Each transfer service listed and booked has its own Option Date, as displayed.

Once the reservation is completed, a voucher with the reference number will be provided. The voucher will show all the transfer service details, special conditions, Transfer Service company contact number (emergency) for checking the booking, the service supplier number, as well as the information necessary for the user's clients to reach the boarding point. The destination and pick-up addresses on the voucher are the addresses where the user's clients will be delivered and picked up. The client/s shall check that the voucher information is correct; otherwise the user (booking agent) has to contact the reservation department of B&A immediately.

The user's client/s must have and present the voucher as proof of reservation/ booking. B&A will not accept any responsibility in case the client is not in possession of the voucher. In case the booking is made for a round trip transfer, two separate vouchers must be printed and presented to the driver on the corresponding service dates.

The user accepts the responsibility to keep B&A informed on transportation arrival and departure times and provide timely updates in case of any changes, so that B&A can advise the service suppliers accordingly prior to the transfer service date. The Transfer Service is based on the information provided by the user, thus if not correct, B&A will not accept any responsibility if any interruption of the service occurs.

B&A advises that the user's client requests a transfer service confirmation no less than 24 hours before service time. For any last minute changes, the user needs to advise the client/s to contact its office and the emergency number on the service voucher. If unable to locate the driver at the meeting point or for any reason, the user needs to advise the client/s to contact for assistance the transfer service company (emergency) number, before making alternative arrangements.

The service booked may only be used by the client(s) named on the booking and cannot be transferred to anyone else. He/she will inform other members of the party of confirmation details and any other appropriate information and will be responsible for the full cost of the service, including any cancellation or amendment charges.

TRANSFER TYPES AND SPECIAL NOTICES

Private Transfers: B&A shall take any available measure to ensure that transfer services arrive on time and that they reach their destination on time.

Important Notes

- On the date of the booked transfer service, the transfer service company will check the status of the flight, boat or train in the event of any delay, and will adjust the pick-up time accordingly. The information provided by the User (booking agent) must be accurate and up-to-date.
- Unless otherwise stated during the booking process and displayed on the service voucher, the standard waiting time for the driver is 1 hour after the arrival of domestic/ international flights, 15 minutes from pick

up time at the accommodation and 20 minutes after the arrival of the train/ boat. After this timeframe, the driver will be released, unless prior communication and arrangements have confirmed the service provision.

- After the expiration of the applicable –per case -timeframe and failure of the client to appear, the transfer service shall be deemed rendered without compensation of the cost to the client, provided that the transfer service company can demonstrate that it reasonably attempted to establish contact with the client to verify his/her whereabouts and establish whether or not he/she will show up using the contact details so provided at the time of booking.
- In case of delay, if it does not exceed three hours, the transfer service will be provided adjusted accordingly to the new time. If the delay exceeds three hours from the time the service was booked originally, or if it is cancelled or diverted, the transfer service company must be notified the soonest to confirm new time and date (if applicable). It is likely that the service supplier may apply additional charges due to the amendment and/ or cancellation.

Shared Transfers: In shared transfer services, the transfer service company is not responsible to check the arrival time of the flight, boat or train and confirm it or adapt to any delay. In the event of any delay, cancellation or diversion, the client must contact the transfer service company (emergency number on service voucher) and request to move the service to the next available vehicle (subject to availability and times of service). B&A will not be held liable for any additional charges that may occur due to the relocation or to an alternative arrangement made by the client due to the circumstances.

Important Notes

- All estimated times are at approximation. Multiple hotel pick-ups or drop offs en route may increase the travel duration. Road, traffic and weather conditions, may affect the schedule. Pick-up for a shared transport service to the airport may be some hours before your flight.
- The hotel pickup may vary up to 10 minutes either side of the requested pickup time to allow for additional hotel/passenger pickups. As such, the client should wait at the hotel lobby at least 10 minutes prior to the confirmed pick up time.
- Luggage is limited to one reasonable size suitcase per person. Any extra or any of substantial volume (such as equipment) may incur charges which are payable on the spot. Thus, it is advised that the clients notify the User (booking agent) in advance and prior to reservation to check if there is availability to book a shared transfer that allows for extra luggage or ones of significant size (such as equipment of any kind). For any issues with this service, clients need to call the transfer service company using the number on the service voucher.
- If travelling with children, the User (booking agent) has to declare their ages at the time of reservation, check with B&A if required child restraint systems are available at the Shared Transfer service and inform the client/s if they need to bring with them the correct baby/ infant seat for use in the vehicle.

TRANSFERS FIT OPERATING PROCEDURES

- The user's client undertakes to comply with the particular rules established by the transfer service company during the transfer service.
- All transfers will be carried out on the day stated on the voucher and the client must allow plenty of time in order to arrive in time. The client should arrive at the correct boarding point at least 10 minutes prior to the scheduled departure time and make sure that he/ she is on the correct service.
- Airlines suggest that passengers be at the airport at least 2 hours before the scheduled departure time of their flight. If the client misses his/her flight on his/ her own omission, additional costs may have to be assumed by the client to cover the costs of the new transfer.
- B&A shall not be held liable if the user's client misses any service or suffers any loss, economic or otherwise, as a result of his/her late arrival, and shall not be obliged to hold up any service to wait for the client, or to provide a seat on any other service if the client misses a service.
- If the clients do not show up, without any prior notification or arrangements, at the specified time (as per the service voucher) on the boarding point, B&A will not be held liable in any way for any service interruption that may occur.
- B&A will not be held liable if the Transfer Service company refuses to carry any person who is thought to be under the influence of alcohol or illegal drugs and/or whose behavior is considered to pose a threat to the driver, the vehicle or the other passengers. Under these circumstances B&A reserves the right to refuse any reimbursement and no alternative transfer service will be provided. The client shall be responsible for all damages caused in the event of abnormal or vandalising behaviour.
- In some destinations, transfer service companies cannot guarantee that transfer service pick-ups and drop-offs will be to and from the accommodation establishment's entrance due to i.e. unexpected roadworks, pedestrian walkway, etc.

- User's clients are entitled to one luggage and one piece of hand luggage each, unless otherwise requested at the time of booking. The transfer service company may charge a fee for any excess luggage presented at the date of transfer, charging the passenger/s directly.
- The user (booking agent) must inform B&A in advance for any items of substantial size/ volume (i.e. any kind of equipment or luggage of very large size) and these will be subject to availability of appropriate vehicle and an additional charge, except if needed by their owners for personal disabilities. The extra charges applied depend on the transfer service company and must be paid in advance of the travel date, otherwise transport of such items may be refused by the transfer service company.
- Luggage must be clearly labelled with the passenger's name and destination address. Luggage and personal belongings shall be carried at the passenger's own risk and they are recommended to be present during handling, loading and unloading of luggage.
- The user shall recommend client/s to use all the options provided on their voucher to confirm their pick-up time and location. If the client/s do not confirm the pick – up service, it may be cancelled by the transfer service company and no – show charges applied.
In the exceptional circumstance of client/s failing to obtain the pick-up time and location, it can be verified at www.checkpickup.com
- **Arrival Services-Delays:** In the event of delays (i.e. Customs, luggage collection, etc.), diversions or cancellations of a flight, boat or train, the client must contact the transfer service company the soonest, using the (emergency) number on the service voucher. B&A cannot guarantee that the transfer service will be provided in cases where the delay exceeds the time of the service booked but will take every action necessary to adapt the service to the new situation. Please note that additional charges may incur due to the changes in the service booked.
- **Departure Services-Waiting Time:** Transfer times are calculated depending on the traffic and –in case of shared transfer –on number of stops en route.

If the client's transfer has not arrived at the assigned pick-up point 15 minutes after the previously confirmed pick-up time, and the client has followed the procedure on the voucher by calling the transfer service company to request the service, the passenger must seek an alternative method to travel in order to lessen any possible financial losses.

The User (booking agent) must advise its client to obtain a receipt for the alternative transport to the airport and send it to B&A. B&A will conduct, on behalf of the user, an investigation with the service supplier to clarify the situation and determine liability for the parties, and the full cost of the alternative transport service may be then reimbursed. B&A will not be held liable for any additional costs in the event of the flight, boat and/ or train being missed.

TRANSFERS AMENDMENTS & CANCELLATIONS

- Any modifications to a transfer service reservation requested by the user on behalf of its client will be subject to confirmation and may incur additional charges depending on the modification requested (change of time, or name, or pick-up/ drop off point or service type).
- Modifications requested less than 48 hours prior to the time of travel will be subject to confirmation and may incur additional charges depending on applicable cancellation policies.
- Users of **travelmasterhotels.com** are entitled to cancel the transfer service booked through the platform. Cancellations are always subject to the cancellation policy provided at the time of reservation/ booking.
- A no-show by the user's client without prior warning shall be considered a cancellation and B&A will inform the user (booking agent) of charges payable according to cancellation policy.

FERRY RESERVATIONS (TICKETS & CONFIRMATIONS)

By filling in a special reservation form available on **travelmasterhotels.com** and completing a ferry booking, the user gives an explicit command to B&A to mediate providing a travel service supported by the supplier, or any other service. By confirming a reservation, the user is bound in any case.

When booking -purchasing a ferry ticket- the user must follow the information entry process as reflected by the reservation form on **travelmasterhotels.com** and all data entered during the reservation must be true and complete. Before purchasing any service, the user shall get informed and accept the Terms and Conditions governing the service as well as any restrictions of the offers / discounts included, as they are defined by the supplier and respectively made available in **travelmasterhotels.com**.

Right after having proceeded with booking through **travelmasterhotels.com**, the users will receive a booking confirmation via email. Users are expected to verify immediately the correctness of the details and data contained within this reservation confirmation email (name, departure & arrival date, destination etc.) and notify B&A immediately, and at the latest within the same day of reservation, of any discrepancies or errors that may be included. Delayed reporting of errors and/or discrepancies in no way entitles the users to withdraw from the contract and will not be taken under consideration. Even if the users send the error notification on time, B&A will make any possible effort but cannot guarantee that the error correction will be possible with no penalty.

Ferry tickets are legal documents/ receipts providing that a payment has been made for a certain service. The users may select to have the ticket/s sent to their office by courier with an additional cost clearly described and outlined before the payment procedure or they may select to provide their customers with the Reservation Summary printed through **travelmasterhotels.com** for them to obtain the tickets directly from the ferry company's kiosk, which is usually located at the port and more specifically at the Gate from which each ship departs, or from the official ferry company's tourist agency offices in every departure port. Ticket collection from the port kiosks or agencies on the day of departure is usually free of any fee, however collection fees may apply for the domestic routes, upon the port agency's discretion, as clearly noted on the Reservation Summary provided through **travelmasterhotels.com**.

B&A assumes no responsibility for loss of tickets or travel documents sent by post (courier). B&A bears no responsibility regarding travel documents (passports, visa, etc.) the client should possess for making a trip. The validity and originality of any necessary documents is sole responsibility of the passenger.

In case of short-term changes in a provided service due to the provider's liability, i.e. in case of delay or cancellation of the itinerary, B&A will make all reasonable attempts to contact the user via phone or email and provide any possible information given that B&A will receive timely information from the supplier side and has been provided with the correct contact details of the user. It is the users' responsibility to notify immediately their customers of any short-term changes, upon receiving B&A's notification. For transfers, delays, cancellations of itineraries, or other travel services and products of the supplier, B&A bears no responsibility. B&A does not assume any responsibility for the travel products and services provided by the Ferry suppliers and makes no representations or warranties (express or implied) about the suitability or quality of travel products and services featured on **travelmasterhotels.com**.

In the case where the user violates the Terms and Conditions of **travelmasterhotels.com**, B&A has the right to reject any orders regarding the reservation. In addition to these Terms and Conditions, the Terms and Conditions of the Ferry Companies (especially those concerning fares) shall also apply. The Terms and Conditions of the Ferry Companies may include provisions on cancellations, changes to bookings and planned routes and any other restrictions. The user is informed of these conditions by the supplier and is responsible for being compliant with them. The user is responsible for complying with any Terms and Conditions of Ferry Companies or other providers as regards passenger and vehicle boarding times, ferry departure times or other issues. The user is required to confirm with the relevant port authorities the time of departure from the relevant port, considering that in cases of bad weather conditions, high port traffic, any strikes that may affect the ferry routes or any other reasons of force majeure, the route may possibly be delayed, changed and/or cancelled.

FERRY TICKETS FIT OPERATING PROCEDURES

- Bookings must be made through B&A's website **travelmasterhotels.com**.
- By using **travelmasterhotels.com** to book ferry tickets, users are authorising B&A to act as their agents during the process of booking tickets with the selected ferry supplier and to make payment in their name and on their behalf, as required.
- The total ticket price, its breakdown into the individual amounts it is made up of and any other charges or fees shall appear on the page before users confirm their booking.
- Once the booking procedure is successfully completed, the user will receive by email the booking confirmation, which includes a summary of the trip booked as well as any booking details required. Moreover, the user can visit the My Reservations feature on **travelmasterhotels.com** to track the reservation and print out the Reservation Summary. If the booking is unsuccessful for any reason, the user will be redirected to the booking page with an error message, explaining why the booking attempt has failed. If the user does not understand the error message, he/ she should get in touch with B&A for immediate assistance.
- Reservation confirmations from B&A should be checked by the user upon receipt and queries communicated to B&A immediately, at the latest within the same day of reservation. It is the user's responsibility to ensure that the B&A confirmations are for the ferry tickets required and to request cancellation if any is not. Failure

to cancel the confirmation of a requested ferry ticket service confirmed within the applicable deadline, will result in a charge.

- From time to time shipping companies cannot confirm requested bookings due to lack of availability or system overload. We will always do our best to avoid that problem and assist you in providing a suitable alternative, if such exists.
- Bookings must not be made with fictitious names for the user to hold space, as name changes are not always possible and shipping companies are entitled to request identification documents at the time of boarding. If the user does not book with the correct name he may receive non-show charges.
- Users **must** always go through all the steps of booking to ensure the availability of a ferry ticket, although it appears available on-line, and receive the reservation confirmation.
- The user's client undertakes to comply with the particular rules established by the ferry service company during the ferry service.
- All ferry services will be carried out on the day stated on the ticket or reservation summary and the client must allow plenty of time in order to arrive on time. The client should arrive at the correct boarding point/gate at least 30 minutes to 1 hour prior to the scheduled departure time for domestic routes and 2 hours prior to departure for international routes and make sure that he/ she is on the correct ferry service.
- If the user's clients have opted to collect the ferry tickets from the port kiosk or any ferry company authorized agency, it is the user's responsibility to make sure that the clients have with them the Reservation Summary which contains important and relevant information for the tickets collection. The port kiosks of the ferry suppliers, located at the departure gate, are always open at least 45 minutes before the ferry's scheduled departure so the clients won't encounter any problem regarding the collection of their tickets regardless their departure time. As far as the authorised travel agencies of the ferry suppliers are concerned, the users or their clients can get in contact with them so that they get informed regarding their exact working hours.
- If the client misses his/her ferry service on his/ her own omission, additional costs may have to be assumed by the client to cover the costs of the new ferry service.
- B&A shall not be held liable if the user's client misses any ferry service or suffers any loss, economic or otherwise, as a result of his/her late arrival, and shall not be obliged to hold up any service to wait for the client, or to provide any other service if the client misses a service.
- If the clients do not show up, without any prior notification or arrangements, B&A will not be held liable in any way for any service interruption that may occur.
- B&A will not be held liable if the ferry service company refuses to carry any person who is thought to be under the influence of alcohol or illegal drugs and/or whose behavior is considered to pose a threat to the other passengers or ferry personnel. Under these circumstances B&A reserves the right to refuse any reimbursement and no alternative ferry service will be provided. The client shall be responsible for all damages caused in the event of abnormal or vandalising behaviour.
- Luggage must be clearly labelled with the passenger's name and address. Luggage and personal belongings shall be carried at the passenger's own risk and they are recommended to be present during handling, loading and unloading of luggage.

FERRIES AMENDMENTS & CANCELLATIONS

- Prior to any booking, users must read and agree with the fare and cancellation regulations of each specific ferry supplier.
- Cancellations and refunds are subject to the cancellation policy of the ferry supplier of the booked service. If the supplier's cancellation/ amendment policy (as shown in Policy section on **travelmasterhotels.com**) provides the right to cancel or modify the booked ferry service in general (with or without cancellation charges), the user is required to inform B&A in writing about the cancellation or amendment request in due time. In no case shall B&A proceed with amendment or cancellation without any written notification from the user. If the amendment/cancellation request is received outside working hours, the day of receipt of the order will be considered the next working one.
- The ferry company cancellation charge which may arise in case of amendment or cancellation of a ferry service is determined solely by the terms of each ferry supplier and lies exclusively with the user. In general, the closer to the departure date the cancellation or amendment request is received, the smaller the refund shall be. For requests (always submitted via email), at least 3 calendar days are required for processing. For the fulfillment of any modification or cancellation request and in order to meet deadlines as dictated by ferry suppliers' policy, an additional period of two days is imposed.

- In the case of a cancellation or modification requested by the user, B&A will refund the corresponding amount in Euros, withholding a cancellation or modification fee of three euros (3€) per ticket. This fee covers the operational and transactional expenses of the cancellation/modification procedure. Please note that delivery fees are not refundable.
- The modification or cancellation of a ferry itinerary, a trip or another product or service and the conditions governing such a change or cancellation are subject to the terms and conditions set by each specific ferry service supplier. B&A has no influence in this process and bears no responsibility for it. The cost that may occur due to the change or cancellation of a ferry service, which is determined by the terms of each supplier is exclusively covered by the user's client.
- Some ticket types such as special offer tickets are non-refundable and non-amendable. Also, no refund is provided in case the user requests a cancellation at a time that does not comply with the ferry operators' cancellation terms and deadlines. Moreover, no refund is provided in case the tickets are printed and collected, unless returned to B&A, as described in this cancellations section.
- In case the user has booked ferry tickets for an itinerary that has been changed or cancelled without the user's liability, B&A will apply all reasonable means to change or cancel the reservation accordingly. In such a case, B&A will not charge any additional cancellation fees. In these cases, B&A will change or cancel the booked tickets following the official terms and conditions of the ferry supplier involved. B&A has no liability for charges dictated by the ferry suppliers' cancellation policy, and the user is not eligible for any additional claims towards B&A.
- If the user's customer has collected paper coupon tickets for a trip that has been cancelled or changed, either from the user's office or from any other ticket collection office, the user is obliged to collect from his/ her clients the paper coupon tickets and return them to **travelmasterhotels.com** head office first, via insured post or courier, otherwise neither cancellation nor refund can be made. If the old paper tickets are sent via courier to B&A, the delivery and receipt charges bear only the user. B&A cannot take any responsibility for them getting lost in the post. The aforementioned rule is imposed by all ferry operators when paper coupon tickets have been issued. The date for reimbursement of cancellation depends on the ferry service supplier and in average the refund will be held 30 days from the date of cancellation. All refunds are made based on the payment method the user has selected. If the payment has been made by credit card, the refund will be made to the card used. If the payment has been made by bank transfer, the user will be asked to provide his/ her account's IBAN for the refund.
- The users hold the right to amend the tickets provided they follow the rules set by the ferry companies. Although each ferry company has its own policy, the general rule is that tickets can be exchanged with new ones of the same company only and pay the fare difference if any. Also, the tickets change must be completed before the vessel's departure. In case the user wishes to proceed with any modification, he/ she has to send the initial tickets to **travelmasterhotels.com** head office first.
- Ferry tickets that have been already issued and received by the user's customer cannot be printed again if they get lost or stolen, so the user will have to issue and the customer will be required to pay for new tickets in order to travel. Although the way each case is handled depends on the ferry supplier, all ferry companies have strict regulations about such cases. Usually, at the end of the year, their audit files show if the lost/ stolen tickets have been used or not and if the customers are eligible for a refund or new tickets of equal value.

CHILD POLICY

Hotels & Other Accommodation Services

Twin or double room **with extra bed** is the room type suitable for a child, ages and rates as per details on **travelmasterhotels.com**. In some hotels of the results pages, an extra bed for a child is not always guaranteed and the child may need to share parents' bed.

Extra beds for children may be requested. Upon request, the system will automatically scan the database and display hotels with room types and categories that match the search criteria **based on the maximum number of occupants allowed in the room**.

All children under 2 years are accommodated free of charge in a cot/ crib in a twin or double room, except where otherwise noted.

It is your responsibility to check carefully the room type that you have selected and always read the hotel's description and the remarks displayed at the time of booking.

If your client required an extra bed for a child it is better to mention it on Agent Remark area during the booking process in order for B&A to inform the hotel accordingly. Otherwise, we suggest you book a triple room where three beds are provided.

Transfer Services

B&A is not obliged to carry any child under the age of 14 unless accompanied by a responsible and full fare-paying passenger aged 18 or over.

Depending on the destination, children under the age of 2 may be charged a fee for occupying a seat or may travel free if accompanied by a full fare-paying passenger aged 18 or over. Children over the age of 2 require for a seat reservation, regardless of the destination.

In case of babies or infants, it is your responsibility as the booking agent to ensure that they request for the correct child/infant seat for use in the transfer service. Failure to do this could result in the service not taking place with no refund possible. Once informed through the reservation, B&A will take all reasonable measures to ensure that its suppliers confirm availability of the requested child restraint systems sufficiently in advance. Additional charges may apply.

Ferry Services

Each ferry supplier has its own definition of infants and children. In all cases, a ticket needs to be issued for the infant or child. In order to see the specific discount for this type of ferry tickets, the user to add an adult passenger first and then add the child or infant as a second passenger. Then, the user will be able to choose the corresponding seat type and the total price will be adjusted automatically.

As a general rule, infants are considered between 0-5 years old and children between 5-10 years old but this will not apply to all ferry suppliers and their policy may change from time to time. B&A strongly recommends that users are informed on each ferry supplier's policy directly from their website.

Infants have a zero priced ticket and usually are not considered to occupy an extra seat. On the other hand, children occupy their own seats and usually have a discount of 25% or 50% of the adult ticket. The child or infant discount may in some cases only apply to certain types of seats, for example, some companies do not allow a free infant seat in Business Class lounges.

RATES/PRICES

All rates quoted are net and non-commissionable, inclusive of all taxes and service charges. Hotel 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 and inform your clients accordingly.

Currency exchange rates generally change on daily basis depending on the fluctuations in the market. B&A reserves the right to update hotel and transfer 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 clients to make unlimited local calls from their room) it must be paid by the client 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.

Ferry Rates/ Prices

The price indicated on each ferry ticket is the final set ticket price. The ticket price is the same regardless of the supplier –the ticket costs the same even when purchasing it from the ferry company - and the user's location. The value of the ferry ticket is directly connected to the pricing policy of the ferry company. Prices are relevant to the route, accommodation category and seasonality (low, mid and high season).

B&A bears no responsibility for changes in prices and booking fees in case of cancellation of the trip by the supplier of ferry services. If any additional fee is to be applied upon the price of the ferry service, it is clearly described and explained to the user prior to any payment procedure and is included in the total price of the selected service. In any case, if a fee (i.e. delivery fee) is applied, it is clearly described prior to any payment procedure.

CREDIT CUSTOMERS – PREPAYMENT CUSTOMERS

Credit Customers:

We contract only with a Travel Company for the sale of travel components. A Travel Company that wishes to establish a credit line and conform to our credit terms will be provided with a credit line ("Credit Line") to access to inventories through our online reservation system at travel agent rates and receive instant confirmations. Once the credit line is established, the Travel Company will be deemed as a "Credit Customer".

To obtain a Credit Line, we require a deposit or a bank guarantee equivalent to the value of one month's purchases along with the completed credit agreement. Credit Customers must sign a separate Agreement with B&A.

Prepayment Customers:

With the activation of your registration your account is automatically set on prepayment basis. That means that all your bookings must be paid, either by credit card through **travelmasterhotels.com** or by bank transfer, before the arrival of your client to the hotel or its boarding on the transfer or ferry service reserved on the option date or the date mentioned by the final Booking 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, B&A might make special offers, promotions or competitions available in its site for specific services or products of B&A, or of its suppliers or partners. All such offers, promotions or competitions are subject to the specific terms and conditions defined thereto. In case no specific terms and conditions apply 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 **travelmasterhotels.com** users. However the rates come with strict conditions as follows:

1. *Non refundable – Once booked and confirmed by B&A the service will incur full charges, even if cancelled.
2. *Non amendable – Once booked and confirmed by B&A 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 even if the user is a Credit Client. When selecting a restrictive rate the user must first pay the reservation and then he/ she will receive the confirmation.

This initiative to provide the restricted rates has been developed based on feedback from B&A's valued customers that they find it hard to compete when these discounted rates are in the marketplace and cannot offer their customers the same price. Although users will have this option, B&A strongly warns that the rates come with strict booking conditions and no refunds will be available.

REFUNDS/ COMPLAINTS

Complaints should be reported and solved when matters occur and before client's departure. It is once again stressed that liable for a refund is only the service provider (hotelier or hotel manager or transfer company or ferry company). However, refunds can only be affected if complaints are acknowledged to B&A in writing within 14 days from the departure of the clients or their use of the transfer or ferry service. B&A will ONLY transmit the complaint 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 or an alternative available transfer or ferry service. However, responsible for any availability and arrangement is only the service provider. Refunds for such cases is not acceptable and any kind of complaints should be resolved between the clients and the hotelier or hotel manager or transfer/ ferry company. Agents are kindly requested to inform clients accordingly.

Should the alternatives suggested not be acceptable, users can cancel and receive a full refund for the service booking in question (provided that cancellations are received before cancellation time limit– option date).

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 their 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 is B&A 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 made online in **travelmasterhotels.com**, 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 of the user, 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 (i.e. online payment). 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 own responsibility.

B&A reserves the right to terminate or restrict user's access to **travelmasterhotels.com**, refuse service provision, 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 any given 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 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 **travelmasterhotels.com** website by him/ her and anyone using the user's password and login information including employees, contractors, partners, third parties, operator officers and any other agents acting for on user's behalf.

User guarantees the accuracy and the completeness of all submitted information concerning personal data and **is absolutely responsible to inform the data subjects concerned by the processing operations at the time data are being collected.**

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 using the specific contact details provided.

The user accepts that the abuse of services may cause his/ her 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.

PRIVACY NOTICE

B&A is concerned about the privacy of your personal data and/or of the personal data that you submit for the reservations of your clients and has put into place technical and organizational measures to safeguard and protect them. The Privacy Notice (available through this [link](#) and on the main page of **travelmasterhotels.com**, at the footer of the platform) regulates the processing of personal data, carried out by B&A. Our Privacy Notice will be treated as part of these Terms.

INDEMNIFICATION

You agree and acknowledge that:

- In case of an individual booking or multiple bookings, you bear the sole responsibility 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 website **travelmasterhotels.com**. 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 search, availability and accommodation/ transfer system.
- When you proceed with a reservation you are bound by the terms and conditions of the hotel/ transfer booked in addition to the general booking conditions listed on our website and in present document.
- You shall indemnify us, including our employees, 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 the holiday insurance of your clients, as their holiday may be obstructed due to reasons that are beyond our or your control

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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 November 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/ transfer companies regarding to these issues of uncontrollable circumstances.

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.

ENTIRE AGREEMENT

These Terms and Conditions (including our Privacy Notice, our Data Processing Agreement) and any additional terms you may have agreed to by signing an additional contract ("**Additional Terms**") define the terms and conditions under which you're allowed to use travelmasterhotels.com, and make up the entire agreement and supersede all prior agreements, representations, and understandings.

APPLICABLE LAW

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