



MH.T.E. 1096509

## **Terms and Conditions**

### **General**

The visitor / user pages and services of the website [www.laplacesuites.gr](http://www.laplacesuites.gr) must agree to the following terms of use applicable to all content , pages, graphics, images, photographs and files included. The user should read these terms carefully before visiting or using the pages and / or services. If a user does not agree, should not make use of the services and content of the website.

### **Intellectual Property Rights (Copyright)**

All information contained in the note [www.laplacesuites.gr](http://www.laplacesuites.gr), available on the website visitors are for personal use only and may change without prior notice. The content of the website, the registered trademarks and service marks of LA PLACE SUITES, are copyrighted and protected by the relevant provisions of Greek law. Therefore, none of the above may be wholly or partially sold, copied, modified, reproduced, republished, uploaded, transmitted or distributed in any way. Any other use than personal requires the prior written consent of the owner or the copyright owner. All other products or services mentioned in the pages of this website and bear the marks of their respective organizations, institutions, associations and publications, are their intellectual and industrial property and therefore they have every responsibility.

### **Guest / User Liability**

The visitor / user pages and / or services of this website assumes responsibility for any damage caused to LA PLACE SUITES from incorrect or improper use of the service.

### **Disclaimer of LA PLACE SUITES**

Under no circumstances, including negligence, LA PLACE SUITES is not responsible for any damage suffered by the visitor / user pages, services, options and content of the website made on his own initiative and with the knowledge of the terms hereof. The contents of the site are provided 'as is' without any warranty expressed or implied in any way. To the fullest extent of the law, LA PLACE SUITES disclaims all warranties, expressed or implied, including, but not limited to, those which involve the merchantability and fitness for a particular purpose. LA PLACE SUITES does not guarantee that the pages, services, choices and content will be uninterrupted, error free or that errors will be corrected. Also the manager does not guarantee that the same or any other related site or servers ('servers') through which they put at your disposal, are free of 'viruses' or other harmful components. The operator does not in any way guarantee the accuracy, completeness or availability of content, pages, services, choices or their results. The cost of any corrections or services is undertaken by the visitor / user and in no event shall LA PLACE SUITES.

### **Links to other sites ('Links')**

LA PLACE SUITES does not control the availability, content, policy of protection of personal data, the quality and completeness of other websites and pages referred through 'links', hyperlinks or advertising banners. So for any problem arising during the visit / use should be addressed directly to the respective web sites and pages, which bear the responsibility for the provision of their services. Finally, LA PLACE SUITES states that such information and references do not constitute promotion or advertising of specific actors or imply its 'approval', but are part of the documentation.

### **Privacy**

The management and protection of personal data of the visitor / user of the site subject to the terms of this section and the relevant provisions of Greek law on the protection of individuals from the management of personal data as supplemented by the decisions of the President Committee on Privacy, the P. D. 207/1998 and 79/2000 and Article 8 of Law. 2819/2000) and European law.

**General:**

LA PLACE SUITES treats all personal information as confidential and shall not disclose of such information to any third party (natural or legal person) for any reason except the relevant provisions of law and to the relevant authorities.

LA PLACE SUITES may keep files with the personal elements, which dispatches the visitor / user exclusively for communication purposes.

The guest / user may contact the relevant department of LA PLACE SUITES to check for the existence of a personal record and correct, change or deletion.

LA PLACE SUITES can process part or all of the data you have sent for statistical purposes and to improve the provided services.

If a visitor / user does not agree with the terms of protection of personal data provided in this section, the user should not use the pages / services of this website. The personal elements which are being collected by the network are following:

**1. Newsletters**

For registration of the visitor / user to mailing lists (mailing lists) of the Prospectus (newsletters) requested the following information: Name, Lastname, E -mail (the address of the mailbox of the user). LA PLACE SUITES may keep a record of the email addresses to send other financial or informative messages beyond the Newsletters unless the recipient declines. This information is not disclosed to third parties.

**2. Cookies**

LA PLACE SUITES may use cookies to identify visitors / users of certain services and pages of the website (eg newsletters). Cookies are small text files stored on the hard disk of the visitor / user with no knowledge of any document or file from his computer. Used to facilitate the visitor / user regarding the use of specific services / pages of the website, for statistical purposes and in order to define areas which are useful or popular or for marketing. The visitor / user of the site may set his browser in such a way as to warn about the use of cookies in specific services of the Company or to refuse to accept the use of cookies at any time. If the visitor / user of particular services and pages does not wish the use of cookies for recognition may not have further access to these services.

**3. Links to other sites ('Links')**

This website contains links that direct you to other websites which are not controlled by LA PLACE SUITES but by third-party aggregators (physical or legal ones). In no case is LA PLACE SUITES responsible for the Terms of Protection of the Personal Data which they follow.

**4. Electronic Payments**

- Services and online market products are provided to those visitors / users who accept the terms of this paragraph. If you do not agree with these terms you should not proceed to use the services, and the use of the services implies acceptance of all the terms outlined in this paragraph.
- Payment is possible with the use of credit cards VISA and Mastercard and debit card VISA ELECTRON and MAESTRO. The above service is provided in cooperation with "ePay" ([www.epayworldwide.gr](http://www.epayworldwide.gr)), which provides special systems for the safe transmission of the credit / debit card. For any doubt or question about the charges on your credit / debit card for their users should be addressed directly to the bank that issued their card.
- The clearance of your payment is taken from Piraeus Bank, ensuring the absolute safety of your transaction.

For further security of electronic transactions through credit cards, they are made with the security system "ePay" PIRAEUS Bank. Thus, during the purchase process by credit card, the customer is automatically transferred to a secure server (secure server) to the service of "ePay" PIRAEUS Bank.

All information transmitted electronically from the customer (credit card) to the service "ePay" the Bank of Piraeus, and their transfer from the bank to VISA or MasterCard are covered by the encryption algorithm SSL 128-bit Veri Sign, the most powerful encryption existing today worldwide.

In this case details of credit cards are not stored anywhere and are used only during checking and charging. So any transaction you make with a credit card is perfectly secure. LA PLACE SUITES does not collect or store in any way your credit card information and for this reason you need to register again each time you use your credit card for transactions through this site.

Payment is possible with the use of credit cards VISA and MASTERCARD and debit card VISA ELECTRON and MAESTRO. Sensitive personal data like credit card information are not being collected by our site [www.laplacesuites.gr](http://www.laplacesuites.gr) but only by “ePay” as a co-operating for collecting credit card payments. The tab that you insert your credit card information belongs to “ePay” and the data are being collected directly by “ePay” without LA PLACE SUITES interfering. LA PLACE SUITES does not collect or store and does not process in any way your credit card information and does not interfere in any way with the accomplishment of the payment. Whatever doubt or question about any charges in your credit/debit cards, users should contact the bank that has issued their card directly.

### **Responsibilities of LA PLACE SUITES**

LA PLACE SUITES acts as an intermediary between tourists and carriers, hotels and anyone else offering services to run the program. It is obviously clear that LA PLACE SUITES is not responsible for any abnormality or a sudden distress that will be caused in your trip or any postponements, delays or cancellations of your route due to extreme circumstances or any external event, (coup, strike, extreme weather, war, fire, earthquakes, floods, etc), as well as injuries, diseases, or health complications because of climate change, heights, epidemic, poisonings etc. Finally, LA PLACE SUITES is unable to predict or control effective changes, delays, cancellations or pro-completeness(overbooking) of scheduled routes of any kind and does not carry any responsibility for these. The travelers are responsible for presenting any kind of documentation and certificates they need to be able to travel (passport, visa, police id, permission to stay, etc). They are also responsible for securing and declaring foreign currency, as well as for the declaration of valuables, cameras and other items in various Customs offices. They are required to be consistent with the programme and must make every effort to ensure its smooth execution. They are not entitled to compensation for services that have been lost at their own risk.

### **Accommodation Bookings**

All registered accommodations on the [www.laplacesuites.gr](http://www.laplacesuites.gr) website have the necessary legal authorization from the state.

The indicated category indication of the hotels used determines the classification of hotels by the official tourist organization of the country to which they belong. Beverages, refreshments (unless this is indicated) are not included in the price of half board or full maintenance. Any person booking accommodation on website [www.laplacesuites.gr](http://www.laplacesuites.gr) warrants that the other persons involved in the booking are authorized to do so and is guaranteed to pay it personally. Accommodation are considered validated, only if accompanied by repayment (100%) the total amount of the reservation by using a credit card or by bank deposit and after the user has agreed to the general booking conditions of the accommodation. A voucher is issued, which the customer delivers to the property at the time of arrival. In case of non-payment of the reservation amount within 48 hours from the booking date, the reservation and voucher will be canceled without notice.

Prior to departing from the property, we remind you that you must previously pay any personal bills (drinks, mini bar, paid TV, phone calls etc). The rooms are received after 15:00 on the day of arrival and upon departure should be delivered until 11:00 (unless otherwise stated). If, due to unforeseen difficulties, LA PLACE SUITES is forced to change a hotel with another or a higher class, no compensation is provided.

### **Bookings of Organized / Individual Tours & Activities**

Any person booking an organized or individual trip or activity through [www.laplacesuites.gr](http://www.laplacesuites.gr) website warrants that the other persons involved in the booking are authorized to do so and is guaranteed to pay it personally. To be valid the reservation must be accompanied by repayment (100%) of the total value of the trip. The reservation is completed by charging the credit card of the user through the secure transaction system of Piraeus Bank or by depositing cash in a bank account and after the user agrees with the general booking conditions. All travel participants in a European Union country must have a new identity card (in Latin characters) or a new passport. For countries outside the European Union, a passport with minimum validity of 6 months from the date of travel is required. Some countries need an entry visa for which each

traveler is personally responsible. Foreign residents of Greece who wish to travel abroad must consult the consular authorities of the country that will visit and obtain the necessary travel documents. H LA PLACE SUITES accepts no responsibility in the event that the competent authorities are not allowed to make the trip due to lack or expiration or other problems that may arise with the travel documents of its customers. In case of non-payment of the reservation amount within 48 hours from the booking date, the reservation and voucher will be canceled without notice.

### **Cancellations of Reservations**

In case you wish to make any cancellation of a reservation (hotels, organized/individual trips or activity), it must be done in writing via the website [www.laplacesuites.gr](http://www.laplacesuites.gr) on the "MY RESERVATION" subpage or by email at the following Email address [cancel@laplacesuites.gr](mailto:cancel@laplacesuites.gr). However, LA PLACE SUITES is obliged to respect its obligations to its associates in organizing excursions (hotels, agents, etc.) which it is required to compensate in case of cancellations under existing agreements.

To this end, LA PLACE SUITES has established the following procedure in cases of cancellation for any reason, unless the customer has been notified otherwise:

#### **1. Cancellation of Accommodation**

Before the booking is validated through the website [www.laplacesuites.gr](http://www.laplacesuites.gr), the cancellation terms for the specific accommodation and dates you selected are explicitly stated by the accommodation provider. These cancellation fees prevail against the general cancellation terms listed below.

In general they apply to accommodation bookings the following cancellation terms.

- Cancellation up to 21 days prior to arrival (check in): Cancellation fee 50% of the total cost of the reservation.
- Cancellation from 20 days prior to arrival (check in) or no show at the hotel costs 100% of the reservation value.

#### **2. Cancellation of Organized / Individual Tours & Activities**

Before the booking is validated through the website [www.laplacesuites.gr](http://www.laplacesuites.gr), the cancellation terms for the specific tour or activity and dates you selected are explicitly stated by the tour or activity provider. These cancellation fees prevail against the general cancellation terms listed below.

The customer's cancellation fees (cancellation fees) are as follows:

- Cancellation from the date of confirmation of your reservation up to 45 days before the tour/activity: 30% cancellation fee on the total cost of the reservation for organizational and communication expenses.
- Cancellation from 44 days to 35 days before the tour/activity: cancellation fee 50% on the total cost of the tour/activity.
- Cancellation from 34 days to 21 days before the tour/activity: charge of cancellation 70% on the total cost of the tour/activity.
- Cancellation from 20 days up to the day of departure: Cancellation fee 100% of the total cost of the tour/activity.

### **Changes / Modifications of Reservations**

Before the booking is validated through the website [www.laplacesuites.gr](http://www.laplacesuites.gr), the cancellation terms for the accommodation or specific tour or activity and dates you selected are explicitly stated by the accommodation/tour/activity provider. These cancellation fees prevail against the general cancellation terms listed below.

To change/modification the reservation before the start of the cancellation period, change/modification can be made free of charge. A prerequisite is that there is availability on the new date and there is no difference in price. If there is a difference in price, the customer is informed in advance and if he agrees it is required to pay the difference.

Changes/Modifications of reservation after the start of the cancellation period are considered cancellation of the existing booking with the applicable charges and a new booking will be started.

In special cases of holidays or special events, accommodation/tours/activity providers are likely to apply stricter cancellation terms. In any case, the customer is informed of the exact cancellation/change terms before finalizing the booking and must accept them before proceeding with a reservation.