

Excursions – Terms and Conditions and Cancellation Policy

1. Booking and Confirmation:

- a. When reserving an excursion the participant/s must provide their first name, last name, date of birth (or passport number), contact information, pick up location, and method of payment are required.
- b. The reservation is binding once it has been confirmed by our online booking system or in writing from our reservations department and participant have received a reservation confirmation number.

2. Arrival and Departure:

- a. At Pick-up the participant must display/show their voucher/ticket.
- b. Failure to display/show the voucher/ticket will result in the participant not being permitted onto the excursion.
- c. Pick-up time and location are made clear when the participant arranges the booking.
- d. We advise that the participant arrives 10 minutes prior to the pick-up time.
- e. At each Pick-up location the coach/bus will wait 5 minute, prior to leaving.

3. Guaranteed Reservation:

- a. A full payment by credit/debit card is required for all bookings when submitting the reservation.
- b. Payments are processed through e-commerce operated and maintained by our bank. If for any reason the bank's online payment system is not available, we may send a link in a separate email to securely guarantee of the booking.
- c. Customers with an invoicing agreement may guarantee the reservation under company name.

4. Cancellation, and No-Show:

- a. Participant Cancellations:
 - i. If the participant cancels from the date of reservation up to 48 hours prior to departure, there will be no cancellation fee.
 - ii. For a full refund, the participant must cancel at least 48 hours before the excursion's start time, based on pick up location.
 - iii. "Cut-off times" are based on the excursion's local time.
 - iv. If cancelled less than 48 hours before departure, or no show, the full price of the excursion will be payable.
- b. KCG Travel Cancellations:
 - i. KCG Travel reserves the right to cancel, before departure, any excursion, mainly due to events that constitute force majeure and/or for security reasons. In this case:
 1. the amount of money paid will be returned to the participant,
 2. or the participant has the right to participate on the same excursion with KCG Travel on a different date,
 3. or the participant has the right to participate in another excursion with KCG Travel of an equivalent value,
 4. without them having any further claim for compensation.

- ii. If during the excursion there are reasons that require its immediate interruption e.g. extraordinary weather phenomena, KCG Travel's responsibility is limited to:
 - 1. the return of the participant by the most convenient means,
 - 2. and the amount of money paid will be returned to the participant,
 - 3. or the participant has the right to participate on the same excursion with KCG Travel on a different date,
 - 4. without them having any further claim for compensation.
- iii. Also, an excursion may be cancelled due to not meeting the necessary minimum number of participants (which is 13 for a coach/bus excursion) in this case, you will be notified the morning of the excursion, In this case:
 - 1. the return of the amount of money paid to be returned to the participant,
 - 2. or the participant has the right to participate on the same excursion with KCG Travel on a different date,
 - 3. or the participant has the right to participate in another excursion with KCG Travel of equivalent value.
 - 4. without them having any further claim for compensation.
- iv. If the participant declared his participation through a seller e.g. Viator, Unlimited Adrenaline etc. the above notification will be made to the seller who bears the sole responsibility of immediately informing the participant.
- v. In cases of cancellation, the participant has the right to participate in another tour with KCG Travel of equivalent value, if there is availability.

5. Payment Terms:

- a. Payments are done by credit/debit card only (Apple Pay, Android Pay, PayPal are not accepted) through our online payment system or, in exceptional cases, via bank transfer. KCG Travel is not obliged to accept foreign currency, vouchers or cheques.
- b. In case the reservation has not been paid in advance it will be settled on the day of the excursion, before the excursion starts at KCG Travel's main office in Lassi.

6. Participant Behaviour While on the Excursion:

- a. Children:
 - i. Due to the extended duration of the excursion, the participant must have considered the age of any children/infants that they are bring under their supervision that it is appropriate for them to join the tour.
 - ii. The participant acknowledge that if their child/infant is causing prolonged disruption, the participant may be asked to end the excursion. If this happens, they will be returned to KCG Office in Lassi, where a full refund will be given and transport back to their pick-up point/accommodation.
- b. Permitted and Non-Permitted Items:
- c. Concerning what can be brought on to the coach/bus:
 - i. Food, Coffee and Ice Cream are not permitted.
 - ii. Cigarettes, e-cigarettes and Vapes are also not permitted.
 - iii. Pets are not permitted on to the coach/bus. In the case of guide dogs, KCG Travel should be notified in advance.

- d. Physical Health Issues:
 - i. Mobility aides' and manual wheelchairs are permitted.
 - ii. However, electric mobility aides' e.g. electric wheelchairs and scooters are not permitted.
 - iii. Please be advised that our excursions are not suitable for those with physical health issues or disabilities. This is due to the necessity for the participant to self-disembark from KCG Travels coach/bus. It is also strongly advised that if the participant does have physical health issues or disabilities that they should have a person to support them.

- e. Noise:
 - i. Noise should be kept to a minimum during the speaking parts of the excursion, this is to allow all travels to enjoy the excursion.
 - ii. Mobile phone are also advised to be on silent for the duration of the excursion.

7. Participant's Responsibility on Damage:

- a. The participant is responsible for damage caused on purpose or by accident by the participant (for example caused from smoking or using electric cigarette) or the rest of their group.
- b. This applies also to the coach/bus furniture and other equipment, other participant's on the coach/bus or their property. The responsibility for caused damage is determined by general principles.

8. Insurance

- a. KCG Travel has taken out a Civil Professional Liability insurance contract for each trip it organizes, which covers the cases of any liability towards its customers, resulting from the non-execution or faulty execution of the organized trip. Also, the insurance policy covers the case of insolvency or bankruptcy.

9. Dispute Resolution:

- a. KCG Travel promises to resolve in good faith and disposition, any dispute that may arise with the participant.
- b. If a dispute does arises with an excursions we advise that the following steps should be carried out, so that it can be resolved in a prompt and correct manor:
 - i. Inform the tour guide/rep, while on the excursion of the issue/dispute
 - ii. Once the participant returns from the excursion, if the issue/dispute has not been resolved, should contact KCG Travel via email: info@kcgservices.gr
- c. However, in extreme cases where there is an unresolved dispute, Greek law is applicable and the courts of Kefalonia are competent.