



## Active Family Adventure holiday in West Crete – Terms and Conditions

- 1) This document is dated 4 November March 2020 and supersedes any previous dated agreements.
- 2) By booking a trip with Fit in Crete, you, your family and all named parties in the booking form agree to these conditions.
- 3) **Included services:** Accommodation for 7 nights, breakfast, swims and guided walks & excursions with Fit in Crete, named activities with other contractors, one group welcome dinner, local information and airport transfers for groups of at least 2 people.
- 4) **Booking Contract:** The person signing the booking form must be at least 18 years old and must have the capacity and authority to make the booking for themselves and any other named parties.
- 5) **Deposit:** To confirm your booking, you need to pay a deposit of €170 per person. Your trip booking will be confirmed upon receipt of the booking form and of the deposit.
- 6) **Balance:** The balance of the trip is due 30 days before the start of the holiday. We will send you a reminder a few days before the balance is due.
- 7) **Airport transfer:** Airport transfers to and from Chania airport are included for groups of at least 2 people travelling together. Make sure you tell us your flight details in advance, so we know when to pick you up!
- 8) **Insurance:** In order to participate in the Family Adventure Crete trip, you must have your own comprehensive travel insurance and you must give us proof of coverage.
- 9) **Special requirements:** Any special requirements should be noted at the time of booking, before paying the deposit. We strive to make the trip open to everyone, but we cannot guarantee that it will be possible.
- 10) **Cancellations:** Cancellations must be made by email to Fit In Crete. Cancellation terms are:  
Up to 60 days before departure: deposit refund minus a 15€ handling fee.  
Less than 60 days before departure: loss of deposit.
- 11) **Minimum number of participants:** The trip is subject to a minimum number of participants. In case the minimum number of participants is not reached, we will refund deposits in full. For initial bookings, we recommend you don't book flights until you get our confirmation that the minimum number of participants has been reached.
- 12) **Changes:**
  - a) **Accommodation** – We provide accommodation in a hotel of similar category to the one advertised.
  - b) **Other variations** – In case of any change to advertised conditions - for example due to maintenance work, weather conditions, sickness or any other reason we could not have forecast – we will advise you of these changes as soon as possible.
- 13) **Health:** Persons booking any trips via Fit In Crete do so at their own risk. If you are not sure about the suitability of the trip with regard to your experience or abilities, please contact Fit In Crete before booking. We can give you more details and have a chat about the activities. Non-disclosure of relevant information can invalidate your insurance and cancel our contractual obligations to you.
- 14) **Liability:** We are not liable for cancellations, delays or changes that are beyond our control, including but not limited to: strike actions, air transport problems, unrest, war or natural disasters. We accept no liability for your medical or psychiatric condition whenever it may have developed. We accept no liability for loss of or damage to your personal property.
- 15) **Complaints:** If you are dissatisfied with any aspect of your trip, you should raise it immediately DURING your stay. We will not respond to complaints first raised after the end of the trip. We wish to provide a quality experience for you and issues can often be resolved immediately.
- 16) **Greek law applies.** If individual provisions of these Terms and Conditions become invalid or void, then the validity of the remaining provisions shall not be affected.

*We wish you a happy holiday!*



## **Useful Information**

### **1) Booking procedure:**

A few simple steps:

- ✓ complete the booking form
- ✓ pay the deposit of €170/person.
- ✓ get our deposit received confirmation

The balance of your trip is due 30 days before the start of the holiday. We will remind you as the date approaches. We will also inform you when the minimum number of participants has been reached, the trip is confirmed and you can book your flights.

### **2) Information:**

Please make sure you have provided the following information:

Your flight details (essential if you are to be met at the airport)

Your phone number

Your insurance details

Any special requirements (dietary needs, access needs, etc.)

### **3) Accommodation:**

You can stay for extra days (subject to availability) before or after the trip dates – if you want to book extra dates please contact Fit In Crete and we will help you to arrange it.

### **4) Extra activities:**

Extra activities (excursions, diving, kayaking, e-bike, SUP, boat trips, surfing etc.) are available at extra cost during your stay.

These can be arranged in advance (please contact us for details) or once you are here.

### **5) Flights:**

Airlines flying to Chania include: Ryanair, Easyjet, Thomson, British Airways, Norwegian, Olympic & Aegean. Additionally flying to Heraklion: Jet2 & Monarch.

Some websites you may find useful: [www.travelrepublic.co.uk](http://www.travelrepublic.co.uk), [www.flightline.co.uk](http://www.flightline.co.uk), [www.skyscanner.net](http://www.skyscanner.net), [www.kayak.com](http://www.kayak.com), plus the websites of the airlines directly.