Terms & Conditions

PRIVACY

We use high ethical standards and respect your privacy. Save for disclosures required by law in any relevant jurisdiction and the disclosure of your name, email address and your credit card details for completing your booking with the relevant hotel of your choice, we will not disclose your personal information to third parties without your consent.

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IN NO EVENT SHALL WE BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF, OR IN ANY WAY CONNECTED WITH, THE USE OF THIS WEBSITE OR WITH THE DELAY OR INABILITY TO USE THIS WEBSITE, OR FOR ANY INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES OBTAINED THROUGH THIS WEBSITE, OR OTHERWISE ARISING OUT OF THE USE OF THIS WEBSITE, WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY, OR OTHERWISE, EVEN IF WE, HAVE BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

WE WILL NOT BE LIABLE FOR ANY CHANGES, CANCELLATIONS, EFFECT ON YOUR BOOKING, LOSS OR DAMAGE SUFFERED BY YOUR CLIENTS FOR ANY FAILURE BY YOUR ACCOMMODATION PROVIDER AND/OR US TO PERFORM OR PROPERLY PERFORM ANY OF OUR OBLIGATIONS TO YOU IF THE FAILURE TO PERFORM OR THE IMPROPER PERFORMANCE IS DUE TO ANY EVENT(S) OR CIRCUMSTANCE(S) CAUSED BY FORCE MAJEURE. BY WAY OF EXAMPLE OF FORCE MAJEURE INCLUDES, BUT IS NOT LIMITED TO, WAR, REVOLUTION, TERRORIST ACT, CLOSURE OF BORDERS, EPIDEMIC, NATURAL CATASTROPHE SUCH AS HURRICANES OR OTHER CAUSES THAT SERIOUSLY AFFECT BOTH PARTIES AND IN PARTICULAR THE PLACE WHERE THE ACCOMMODATION PROVIDER IS LOCATED. SUCH SITUATIONS ARE OUTSIDE OF OUR CONTROL.

IN ANY CASE AND UNDER ANY AND ALL CIRCUMSTANCES, OUR LIABILITY AND ACCORDINGLY OUR DUTY TO PROVIDE ANY COMPENSATION, REMEDIES OR MAKE GOOD, ARE FULLY, ABSOLUTELY AND UNCONDITIONALLY RESTRICTED AND LIMITED AND IN NO CASE AND NO EVENT WHATSOEVER, SHALL EXCEED THE TOTAL ACCUMULATIVE AMOUNTS PAID TO US FOR OR IN CONNECTION WITH THE RESERVATION, SERVICE, MATTER OR CASE WHERE THE CLAIM IS MADE

INDEMNIFICATION

You agree to defend and indemnify the Company, its affiliates, and/or their respective suppliers and any of their officers, directors, employees and agents from and against any claims, causes of action, demands, recoveries, losses, damages, fines, penalties or other costs or expenses of any kind or nature including but not limited to reasonable legal and accounting fees, brought by:

* you or on your behalf in excess of the liability described above; or
* by third parties as a result of:
	+ your breach of this agreement or the documents referenced herein;
	+ your violation of any law or the rights of a third party; or
	+ your use of this website.

NO UNLAWFUL OR PROHIBITED USE

As a condition of your use of this website, you warrant that you will not use this website for any purpose that is unlawful or prohibited by these terms, conditions, and notices.

The content and information on this website (including, without limitation, price and availability of travel services), as well as the infrastructure used to provide such content and information, are proprietary to us. While you may make limited copies of your travel itinerary (and related documents) for travel or services purchased through this website, you agree not to modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell or re-sell any information, software, products, or services obtained from this website.

In addition, whether or not you have a commercial purpose, you agree not to:

(i) access, monitor or copy any content or information of this website using any robot, spider, scraper or other automated means or any manual process for any purpose without our express written permission;

(ii) violate the restrictions in any robot exclusion headers on this website or bypass or circumvent other measures employed to prevent or limit access to this website;

(iii) take any action that imposes, or may impose, in our discretion, an unreasonable or disproportionately large load on our infrastructure; or

(iv) deep-link to any portion of this website (including, without limitation, the purchase path for any travel services) for any purpose without our express written permission of.

LINKS TO THIRD-PARTY SITES

This website may contain hyperlinks to other websites operated by parties other than us. Such hyperlinks are provided for your reference only. We do not control such websites and is not responsible for their contents or your use of them. The inclusion of hyperlinks to such websites does not imply any endorsement of the material on such websites or any association with their operators.

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For any Software not accompanied by a License Agreement, we hereby grant to you, the user, a personal, nontransferable license to use the Software for viewing and otherwise using this website in accordance with these terms and conditions and for no other purpose.

Please note that all Software, including, without limitation, all HTML code and Active X controls contained on this website, is owned by us, and is protected by copyright laws and international treaty provisions. Any reproduction or redistribution of the Software is expressly prohibited by law, and may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum extent possible.

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You acknowledge that the Software and any accompanying documentation and/or technical information are subject to applicable export control laws and regulations of the United States of America ("USA"). You agree not to export or re-export the Software, directly or indirectly, to any countries that are subject to USA export restrictions.

TERMS, CONDITIONS AND WARRANTIES

**F.I.T Bookings**

The site and our online services are designated for F.I.T (free independent travel) bookings. The rates listed on the website are F.I.T rates for leisure clients only. These rates do not apply for any type of convention or group travel. Convention delegates and attendees should be directed to the appropriate convention planners. We reserves the right to cancel confirmed bookings if it is found that these rates were being utilized for convention delegates or attendees, or for group bookings.

Please note - reservation, which includes more than 9 people or/and 4 rooms may be considered as a group. If you will book group reservations as FIT reservation, please be aware that the hotel may not honor the reservation, or in the event of relocation the hotel will not be bound to relocate all as a guests and can split the guests between a few hotels.

For group bookings and any related enquiries please email us.

Hotels

**Prepaid Hotel Reservations**

You agree that your credit card or any other payment method that was agreed on will be charged for the full cost of your reservation upon submitting your reservation request or on a later date (as specifically outlined during the reservation process). For payments that are scheduled for a later date (‘book now - pay later’), we may pre-authorize your credit card or any other payment method that was agreed on in order to confirm its validity. The cost of your reservation is the total amount indicated during your reservation process, plus an additional amount for the tax recovery charges and our service fees. The tax recovery charge is assessed to recover the amount we pay in connection with your reservation for sales and use, occupancy room tax, excise tax, value added and other similar taxes, and the balance of the additional amount is a fee we charge in connection with the handling of your reservation. Our service fee varies based on the amount and location of your reservation.

We are not the vendor collecting and remitting said tax to the applicable tax authorities. Reservations made by local citizens/residents (in respect to hotel location) may be subject to VAT, GST or other state taxes to be charged by the hotel or us. The vendors bill all applicable taxes to you or to us and then we remit such tax directly to the vendor. We are not a co-vendor associated with the vendor with whom we book or reserve our customer’s travel arrangements. Taxability and the appropriate tax rate vary greatly by location. Our actual tax cost paid to the vendor may vary from the tax recovery charge, depending upon the rates, taxability, etc., in effect at the time of the actual use of the hotel etc., by our customer. Reservations made through us constitute a conditional agreement which takes effect solely under the following terms: the relevant hotels/providers have approved the booking and informed the Company; the credit card company or your payment facility has confirmed the transaction. It is stressed that until the actual payment is made in full, the offer made by you (to accept our offer) will not considered at accepted by us, and only upon actual payment received by us the offer be formally accepted considered legally binding. Until said acceptance of offer, we reserve the right to cancel the reservation for any reason we see fit at our sole discretion. This means that your reservation is legally binding only after we actually get paid in full, and until then we reserve the right to cancel the reservation.

We are not the vendor collecting and remitting said tax to the applicable tax authorities. Reservations made by local citizens/residents (in respect to hotel location) may be subject to VAT, GST or other state taxes to be charged by the hotel or us. The vendors bill all applicable taxes to you or to us and then we remit such tax directly to the vendor. We are not a co-vendor associated with the vendor with whom we book or reserve our customer’s travel arrangements. Taxability and the appropriate tax rate vary greatly by location. Our actual tax cost paid to the vendor may vary from the tax recovery charge, depending upon the rates, taxability, etc., in effect at the time of the actual use of the hotel etc., by our customer. Reservations made through us constitute a conditional agreement which takes effect solely under the following terms: the relevant hotels/providers have approved the booking and informed the Company; the credit card company or your payment facility has confirmed the transaction. It is stressed that until the actual payment is made in full, the offer made by you (to accept our offer) will not considered at accepted by us, and only upon actual payment received by us the offer be formally accepted considered legally binding. Until said acceptance of offer, we reserve the right to cancel the reservation for any reason we see fit at our sole discretion. This means that your reservation is legally binding only after we actually get paid in full, and until then we reserve the right to cancel the reservation.

You agree to abide by the terms and conditions specified on the reservation form. Please note: we offer hotels accommodation in numerous destinations around the world in a very large number of hotels and resorts and despite our intention to cover the entire cost and display the final price including all fees and taxes it is impossible as some countries and/or cities and/or hotels/resorts charge additional local taxes and/or fees directly at the spot that we cannot collect and cover, therefore even though our statement "Taxes Included" is generally true (for more than 99% of our deals) it may not be true for your specific deal and in this case we will not be responsible to pay those additional taxes and/or fees that will be collected from you directly. For example: in Las Vegas, some resorts are charging an additional resort fee, The city of Rome charge additional tourist tax in accordance with the number of days and the type of the hotel, Mexico charge additional tourist tax/fee, The city of New York may charge additional tourist tax/fee, some hotels in Amsterdam charge additional tourist city tax/fee, some cities in Canada charge additional tourist tax/fee etc.

**‘Pay at the hotel’ Reservations**

Payments for ‘pay at the hotel’ reservations are always done at the hotel and directly to the hotel. We do not charge you for ‘pay at the hotel’ reservations and do not collect any payments from you in this regard. In order to guarantee your booking the hotels require your credit card details . We transfer your credit card details via a secured protocol (SSL - Secure Sockets Layer - cryptographic protocols that provide communication security over the Internet) and we do not keep it in any way, shape or form. We and/or the hotel may pre-authorize your credit card in order to confirm the validity of you credit card.

**Displayed Prices**

Prices stated are on per room, per night basis and include VAT unless otherwise stated. Accommodation as specified is a standard room, on a room only basis including tax. Resort fees, extra bedding such as cots and rollaway beds are payable locally in some hotels but can be requested by submitting your special request online.

All discounts displayed are based on the discounts from the full "Rack Rate" including VAT and are correct at the time the offers are first advertised on any Channel. However, please note that some hotels in other countries may also charge local or other taxes, which may not be included in the offer. "Rack Rate" is the rate published by a hotel which is the maximum it will charge for any room.

**Hotel Reservations we offer through 3rd Parties Providers**

When you book accommodation through us you are entering into a contract with the accommodation provider who have their own standard terms and conditions which will apply to your contract with them. A copy of any accommodation provider’s terms and conditions are available upon request. By requesting us to confirm a booking, you are accepting that the terms of the agreement (and the conditions of any contract with your suppliers) apply to your booking and the accommodation you have booked. We undertake no responsibility for and is not liable for the misrepresentations, breaches of contract, breaches of statutory duty or negligence of any of the accommodation providers who sell their products and services through us. This means that in the event of you suffering personal injury, illness or death as a result of any act or omission of an accommodation provider or you having any other of an accommodation provider or you having any complaint about the quality of the services provided or having any further complaint at all, your right of redress will be against the independent third party who provided the such service and that we will be under no liability at all (whether in contract, tort or otherwise howsoever).

Special Requests

Should you have any special requests in respect of ground floor or adjoining rooms etc, these are very much subject to availability and cannot be guaranteed under any circumstance.

Standard Check-in/Check-out Hours

Usually the standard policy for check-in at any hotel, apartment or home is not before 3 pm local time. It is generally required that you check out of your accommodation by 11 am local time.

Typical Rooms Structure

Most hotel rooms consist of two double beds and can sleep up to four persons except in New York where the rooms tend to be much smaller and generally have a double bed or similar in them. In many hotels, where the maximum occupancy of the room exceeds the number of beds listed in the brochure description a rollaway bed can be provided at a charge per night usually payable locally. References to triple rooms refer to the number of occupants in a room rather than the number of beds. Homes and apartments are cleaned prior to arrival and are generally not cleaned again during your stay.

Please be aware that the hotel room photos are only a depiction of the type of rooms on offer and may not represent the actual room described. Every effort has been made to ensure the accuracy of descriptions and information.

Cancellations and Amendments

Cancellations are subject to the specific policy as outlined during the reservation process and on your confirmation. Fees may apply for cancellations, amendments, no-shows or early checkouts. In some cases, hotels do not permit changes to or cancellations of reservations after they are made. You agree to pay any cancellation or change fee that you may incur. You will be notified before the reservation order is completed if a reservation is non-refundable.

Disclaimer - Hotels’ Reservations - Limited Scope of our Services and Responsibilities

We are not the hotel/final provider. We only and solely provide a specific and defined services for hotels accommodation reservation and accordingly we are not responsible for any aspect whatsoever of your experience at the hotel (including without limiting the generality of the above said: the location of the hotel, the hotel's facilities/amenities/activities/services their size, quality, condition, availability, the level of service including the manners of the hotel's staff their behavior etc.). We are not responsible for any complaint or dissatisfaction in regards to the hotel and your stay and in case of such unfortunate situation our only and sole responsibility is to convey the complaint/dissatisfaction to the hotel/provider and to represent you in that process and any compensation (if at all) will be limited to and depended on the amounts/remedies offered and provided by the hotel/provider (if at all). In case of such unfortunate situation, we must be contacted as soon as possible to allow us to solve the issues while the guests are still present in the hotel; the complaint/dissatisfaction notice must be submitted in writing with supporting evidence (if such can be produced) as close as possible to occurrence of the issue and in any case, no later than 72 hours from the check-out date; complaint/dissatisfaction notice that shall not be submitted as specified and within the defined timeframes shall be ignored and shall not be heard. We strongly recommend and urge that, before you place your reservation, to independently research regarding the desired hotel/room through external independent means such as: hotels review websites like http://www.tripadvisor.com/ or through other general web research or through relevant people or otherwise.

Board Type Specifics and Eligibility

We feature accommodation at hotels that offers various services. Hotel services are usually categorized as broad types according to the amount of daily meals included in the reservation. Board types include no board, bed and breakfast, half board, full board and all inclusive. The exact details of specific services included in these service packages are determined by the hotels, and not by us. Reserved services are usually detailed in the reservation form. Unless your eligibility to any specific meal at the place and time of your reservation is explicitly stated on your reservation form, you will not be eligible to that meal from the reserved hotel nor from us. Eligibility to a meal that is not specified in the reservation form will be subject to payment of additional charges directly to the hotel. Unless otherwise stated, breakfast, lunch and dinner are not included.

Facility Eligibility

The facility list on the hotel page is provided by the hotel or its suppliers. We assume no responsibility for the availability of the facilities on the list at the hotel at the time of the reservation, nor for the eligibility of reservation holders to any of these facilities. All detailed regarding of the facilities that are included in the reservation are determined by the hotels or their respective suppliers, and not by us. Reserved facilities are usually detailed in the reservation form. Some of the facilities on the list on the hotel page may not be included in the price of the reservation and may require additional charges, to be paid directly to the hotel. Unless your eligibility to any specific facility at the place and time of your reservation is explicitly stated on your reservation form, you will not be eligible to that facility from the reserved hotel nor from us.

Over booking

Over-booking is a situation where from various reasons that are outside of the control of Company, prior to arrival or at the time of the check-in there is no room available for the date/s reserved by customers; in such an unfortunate case, the hotel / final provider hold and retain the absolute right to relocate you to another hotel, provided however that the other hotel will be: (a) in a reasonable proximity to the original hotel; and (b) same or higher quality level / start rating as the original hotel; and (c) the board type will be same or better than the original board type reserved, and if so you will have no claim in regards to the above.

Relocation

Relocation is a situation where it is necessary, for any reason whatsoever, to divert the customers from the booked accommodation. As a standard practice, relocated customers will be offered at least one alternative (two when possible), which will have these minimum or higher like-for-like characteristics respective of the original accommodation a) same area, b) same category, c) same room type and d) same board/meal plan.

Classification (Star (\*) Rating)

The variation of the comfort level given to hotels in the descriptions on the website corresponds to a classification based on local standards in that country, which can differ from standards in Europe. The classification provided on the website serves as an indication only. Travel agents should be aware that standards can vary between hotels of the same class in different countries, and even in the same country. It is important to read carefully the individual hotel descriptions. Star ratings may differ according to the country where the hotel is located and are out of our control, therefore we cannot be held responsible for any misconceptions relating to star ratings. Accommodation in all hotels, whatever the rating, is in standard rooms unless otherwise stated.

1 star (\*): These are generally the lowest priced hotels. The accommodation meets the minimum requirements for facilities and is in general clean and simple.

2 stars (\*\*): Simple basic accommodation with a little more attention to decor. Services are limited.

3 stars (\*\*\*): For clients who want a little more and appreciates service, quality, style and comfort. Generally facilities would include a restaurant, swimming pool or services for business travellers.

4 stars (\*\*\*\*): Attention is generally paid to facilities and are generally would have more luxurious feel to the rooms. Generally hospitality and service are high. A top-quality restaurant and a wealth of facilities can be expected at these reliable hotels. First-class accommodation for business travellers as generally business facilities such as business centres are available.

centres are available. 5 stars (\*\*\*\*\*): Top-class accommodation that meets the highest requirements. These hotels offer impeccable personal service and are furnished to the highest standards and generally are categorises in the leading hotels of the destination. The properties would also offer fantastic facilities and more often than not include spa’s onsite.

It is possible that, from time to time, for technical reasons, for reasons of force majeure or because of the actions of a third party, the hotel originally booked is replaced by a hotel in the same category that provides similar services.

Other Services

**Transfers**

When you book transfers (such as from airport to hotel etc.) through us you are entering into a contract with the that transfer company/provider who have their own standard terms and conditions and these will apply to your contract with us. A copy of any transfer company/provider terms and conditions are available on request. By placing and accepting a booking you are accepting that the terms of the agreement apply to the booking and the transfer arrangements you have reserved.

**Tickets for Events**

When you book tickets for events (such as tickets for concerts, sports events, attractions, excursions, tours, museums, amusement parks, restaurants,etc.) through us you are entering into a contract with the that event tickets company/provider who have their own standard terms and conditions and these will apply to your contract with us. A copy of any event tickets company/provider terms and conditions are available on request. By placing and accepting a booking you are accepting that the terms of the agreement apply to the booking and the event tickets arrangements you have reserved.

Car Hire/Rental

When you book car hire through us you are entering into a contract with the that car hire company/provider who have their own standard terms and conditions and these will apply to your contract with us. A copy of any car hire company’s terms and conditions are available on request. By placing and accepting a booking you are accepting that the terms of the agreement apply to the booking and the car hire arrangements you have reserved.

**Car Hire Supplements**

Additional charges may be payable locally such as refuelling, additional driver charges, young driver surcharge and delivery and collection fees. The Customer acknowledges that in no event shall we be liable for such additional charges as detailed or otherwise.

An excess amount may be applied in the event of theft or damage to the hire car. This varies depending on the Supplier and country of rental. Purchase of an optional insurance locally (called super CDW or super TP is highly recommended and can be prepaid on certain locations) will remove/reduce the excess applicable. The agent acknowledges that in no event shall we be liable for such excess or provision of additional insurance as detailed or otherwise.

Petrol is not usually included unless included in an optimum prepaid rental which is stipulated at time of booking. For the hire of vehicles in certain countries, such as the United States of America, certain Suppliers automatically add charges for filling the fuel tank when the car is returned.

Unless agreed otherwise, the client must return the car to the branch of the car hire provider from which it was collected. If the client does not comply with this, the Suppliers may charge a one-way supplement depending on the State in which it is picked up from and dropped off at.

Child seats are available on request and are payable locally.

**Collection/use of car rental**

Drivers must usually be aged between 21 and 65 and this age restriction may vary between car hire Suppliers and from country to country. It is the agents responsibility to check this with our customer service team. Additional charges may also apply if any driver is aged below 30. A full valid driving licence for the category of vehicle rented is required and must be produced upon collection of the car hire. The driving licence must be held for at least one year (although again this may vary between Suppliers as well as from country to country) and an international driving licence may be required. Clients should check the Rules and Restrictions of the Supplier offering the car-hire for details of all applicable criteria for booking car-hire. No refunds shall be given if the car hire is returned early.

Car rentals run on a twenty four hour cycle therefore cars must be returned prior to original pick up time. If this time is surpassed then clients will be charged an additional fee and will have to pay locally.

The client is required to present a valid credit card upon picking up their vehicle. This card must be in their name and will be used for authorisation purposes only.

GENERAL

**Disclaimer: Limited Scope of our Services and Responsibilities**

We are not the final provider of any of the services we offer (i.e. we are not a car hire company and we are not an events tickets company, we are not a transfer company or alike). We only and solely provide a specific and defined services for reservations of such services and accordingly we are not responsible for any aspect whatsoever of your experience with the service you booked (including without limiting the generality of the above said: the location of the service, the facilities/amenities, quality, condition, availability, the level of service including the manners of the staff their behavior etc.). We are not responsible for any complaint or dissatisfaction in regards to the service and in case of such unfortunate situation our only and sole responsibility is to convey your complaint/dissatisfaction to the relevant provider and to represent you in that process and any compensation (if at all) will be limited to and depended on the amounts/remedies offered and provided by the provider (if at all). In case of such unfortunate situation, we must be contacted as soon as possible to allow us to solve the issues while the service is still ongoing; the complaint/dissatisfaction notice must be submitted in writing with supporting evidence (if such can be produced) as close as possible to occurrence of the issue and in any case, no later than 72 hours from the service end date; complaint/dissatisfaction notice that shall not be submitted as specified and within the defined timeframes shall be ignored and shall not be heard. We strongly recommend and urge that, before you place your reservation, to independently research regarding the desired service through external independent means such as: service review websites or through other general web research or through relevant people or otherwise.

**Prepaid Reservations (for any and all services we offer)**

You agree that your credit card or any other payment method that was agreed on will be charged for the full cost of your reservation upon submitting your reservation request or on a later date (as specifically outlined during the reservation process). For payments that are scheduled for a later date (‘book now - pay later’), we may pre-authorize your credit card or any other payment method that was agreed on in order to confirm its validity. The cost of your reservation is the total amount indicated during your reservation process, plus an additional amount for the tax recovery charges and our service fees. The tax recovery charge is assessed to recover the amount we pay in connection with your reservation for sales and use, occupancy room tax, excise tax, value added and other similar taxes, and the balance of the additional amount is a fee we charge in connection with the handling of your reservation. Our service fee varies based on the amount and location of your reservation.

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You agree to abide by the terms and conditions specified on the reservation form. Please note: The services are offered in numerous destinations around the world in from a very large number service providers and despite our intention to cover the entire cost and display the final price including all fees and taxes it is impossible as some countries and/or cities and/or service providers charge additional local taxes and/or fees directly at the spot that we cannot collect and cover, therefore even though our statement "Taxes Included" is generally true (for more than 99% of our deals) it may not be true for your specific deal and in this case we will not be responsible to pay those additional taxes and/or fees that will be collected from you directly.

**Credit Card Payments / Chargebacks**

In case you elect to make payment, for a specific booking or bookings or on a regular basis, via any credit card facility (issued by any entity, company, bank, financial institute or by any other party and whether via your own personal credit card, corporate credit card, your account / agent / customer credit card, the final client credit card or any third party credit card) you hold full, absolute and unconditional responsibility for the payment; in case the credit card payment is being revoked, canceled, withdrawn or alike (whether deliberately or not-deliberately, due to a mistake, a fraud, a technical issue or for any other reason whatsoever) you are fully, absolutely and unconditionally responsible to remit payment and settle immediately all due amounts in this regard.

Credit card chargebacks: a chargeback is a process whereby a dispute demand is being submitted to a credit card company in regards to a specific payment/charge; regardless of the outcome of the process (whether the chargeback found to be justified or not) there is a high fee that the merchant (us) is being charged for the chargeback and in addition to that a chargeback may severely damage the merchant's credit reputation and subsequently cause an increase of the the merchant's credit card rates (not just for the specific transaction but to all of the merchant's transactions).

Hence, you are required to be aware of this matter, to take precautions and not to submit chargebacks without contacting us first.

Therefore, in case a payment for any of our services and/or products is done by a credit card (Visa, Mastercard, American Express or any other type type of credit card or debit card) and a chargeback (a dispute) is submitted without contacting us first and giving us the opportunity to investigate the matter and take actions if and as needed, you will liable and obligated to pay us a fix administrative fees in the amount of $120 (regardless whether the chargeback found to be justified or not). For any query regarding a credit card charge, you must file a query in writing and provide details regarding the charge and the reservation and we will answer within ten (10) business days.

**Special Requests**

Should you have any special requests in respect of any service we provide, these are very much subject to availability and cannot be guaranteed under any circumstance.

**Cancellations and Amendments**

Cancellations are subject to the specific policy as outlined during the reservation process and on your confirmation. Fees may apply for cancellations, amendments, no-shows or early termination etc. In some cases, providers do not permit changes to or cancellations of reservations after they are made. You agree to pay any cancellation or change fee that you may incur. You will be notified before the reservation order is completed if a reservation is non-refundable.

**Reservations for persons with special needs or disabilities**

Unless specifically stated, the offers are not for persons with special needs or disabilities. It is your duty and responsibilty to conact us and make sure that your reservation is suitable for persons with special needs or disabilities. We reserve the right to cancel any such reservation that was pre-approved by us.

**Displayed Prices**

Prices stated are generally including VAT unless otherwise stated. Service as specified is a the standard service with no extras including tax. Additional fees for extras are payable locally for some services but can be requested by submitting your special request online. All discounts displayed are based on the discounts from the full "higher published rate" including VAT and are correct at the time the offers are first advertised on any channel. However, please note that some providers in other countries may also charge local or other taxes, which may not be included in the offer.

**Travel Destinations**

Although most travel, including travel to international destinations, is completed without incident, travel to certain destinations may involve greater risk than others. We urge passengers to review travel prohibitions, warnings, announcements and advisories issued by the United States Government or by other government or official local and/or international authorities prior to booking travel to international destinations. Information on conditions in various countries and the level of risk associated with travel to particular international destinations can be found at www.state.gov, www.tsa.gov, www.dot.gov, www.faa.gov, www.cdc.gov,www.treas.gov/ofac.

BY OFFERING FOR SALE TRAVEL TO PARTICULAR INTERNATIONAL DESTINATIONS, WE DO NOT REPRESENT OR WARRANT THAT TRAVEL TO SUCH POINTS IS ADVISABLE OR WITHOUT RISK, AND IS NOT LIABLE FOR DAMAGES OR LOSSES THAT MAY RESULT FROM TRAVEL TO SUCH DESTINATIONS.

**Complaints**

If you have any other queries or complaints in relation to your reservation you must immediately inform us at the location where the incident arises and if asked set out in writing details of your complaint. If it is not possible to do so whilst on location you must notify us of any complaint not later than 28 days after your return. We will not be held responsible for any issue that will not be reported to as per the above said.

**Miscellaneous**

By using our website or booking a reservation through us you agree that the internal laws of the state of #country#, without regard to the principles of conflicts of laws, will govern this agreement and any dispute of any kind that arises between you and the Company or its affiliates. You hereby agree that any dispute arising from or relating to the use of this website or reservations made through us may, if not amicably resolved, be resolved only through binding arbitration between you and us under the commercial rules of the International Chamber of Commerce (ICC). This arbitration, which shall be conducted in Dublin, Ireland before neutral arbitrators, shall not involve other customers, be combined with separate arbitrations involving other customers, or proceed as any type or form of class action in which the claims of similarly-situated customers are pursued together. Use of this website is unauthorized in any jurisdiction that does not give effect to all provisions of this agreement, including, but not limited, to this paragraph. We reserve the right to comply with law enforcement requests or requirements relating to your use of this website or information provided to or gathered by the Company with respect to your use of this website. If any provision of this agreement is determined to be invalid or unenforceable pursuant to applicable law by any court of competent jurisdiction, the other provisions of this agreement will remain in full force and effect.

You agree that no joint venture, partnership, employment, or agency relationship exists between you and the Company as a result of this agreement or use of this website. We reserve the right to comply with law enforcement requests or requirements relating to your use of this website or information provided to or gathered by the Company with respect to your use of this website.

If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and agreement shall continue in effect.

This agreement (and any other terms and conditions referenced herein) constitutes the entire agreement between the customer and the Company with respect to this website and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and the Company with respect to this website. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

Fictitious names of companies, products, people, characters, and/or data mentioned herein are not intended to represent any real individual, company, product, or event. Any rights not expressly granted herein are reserved.

USE OF OUR WEBSITE

Our website is provided solely to assist customers in determining the availability of travel-related goods and services and to make legitimate reservations or otherwise transact business with suppliers, and for no other purposes. You warrant that you are at least 18 years of age and possess the legal authority to enter into this agreement and to use this website in accordance with all terms and conditions herein. You agree to be financially responsible for all of your use of this website (as well as for use of your account by others, including, without limitation, minors living with you). You agree to supervise all usage of this website by minors under your name or account. You also warrant that all information supplied by you or members of your household in using this website is true and accurate. Without limitation, any speculative, false, or fraudulent reservation or any reservation in anticipation of demand is prohibited. You agree that the travel services reservations facilities of this website shall be used only to make legitimate reservations or purchases for you or for another person for whom you are legally authorized to act. You understand that overuse or abuse of the travel services reservation facilities of this website may result in you being denied access to such facilities.

Separate terms and conditions will apply to your reservation and purchase of travel-related goods and services that you select. You agree to abide by the terms or conditions of purchase imposed by any supplier with whom you elect to deal, including, but not limited to, payment of all amounts when due and compliance with the supplier's rules and restrictions regarding availability and use of fares, products, or services. You understand that any violation of any such suppliers’ conditions of purchase may result in cancellation of your reservation(s) or purchase, in your being denied access to any flights, hotels, or automobiles, in your forfeiting any monies paid for such reservation(s) or purchase, and in the debiting your account for any costs we incur as a result of such violation. You shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use of this website.

DISPLAY CURRENCY, CHARGE CURRENCY & CURRENCY CONVERTER

Rates can be displayed in various currencies as per your choice, but rates presented in currencies other than hotel's / provider’s currency (as the case may be) should be used as guidelines only. Actual rates are always in hotel’s / provider’s currency (as the case may be) and accordingly final charge will be done per hotel’s / provider’s currency (as the case may be) only.

Currency rates are based on various publicly available sources and should be used as guidelines only. Rates are not verified as accurate, and actual rates may vary. Currency quotes are not updated every day. Check the date on the Currency Converter for the day that currency was last updated. The information supplied by this application is believed to be accurate, but we do not warrant or guarantee such accuracy. When using this information for any financial purpose, we advise the customer to consult a qualified professional to verify the accuracy of the currency rates. We do not authorize the use of this information for any purpose other than personal use and prohibit to the maximum extent allowable the resale, redistribution, and use of this information for commercial purposes.

We are not responsible for content on external web sites. All contents of this website are copyrighted and all rights reserved.

Loyalty Programs Terms and Conditions

By joining our Loyalty Program (checking ‘✔’ the check-box on the booking details page) you acknowledge, provide your full, absolute & unconditional knowledgeable consent and agree to be bound by the following terms and conditions:

* All and any aspects regarding the bonus points / coupons for each and any reservation will be determined by us in accordance with our sole and absolute discretion and may including, but is not limited to, the list below:
* other amount of bonus points
	+ the time-frame (period) for the bonus points / coupons to be used
	+ the conversion (exchange) rate for converting bonus points / coupons from one currency to another currency (in case, for example, the currency of the coupon is different from the reservation transaction currency)
	+ the validity of the bonus points and coupons that were generated based on bonus points
* Bonus points are only valid for paid and consumed (not cancelled) reservations
* To receive from us any form of communication, including: messages, notices, alerts etc. (by emails, mails, phone calls, sms/text messages or otherwise) in general and also specifically regarding your bonus points / coupons. Please note that your consent to this section is a precondition term required to be included in our loyalty program and for the validity of the bonus points / coupons that may be awarded.

JURISDICTION

This agreement shall be construed and controlled by the laws of the Republic of Ireland. The Innstant Limited, its subsidiaries and client submit themselves to the Courts and Tribunals of the Republic of Ireland or The British Virgin Islands as selected by Innstant Limited for any controversy derived from any bookings online or off line, the access to or usage of the company websites. Parties will attempt to settle any disputes in an amicable manner by conducting good faith discussions first

MODIFICATION OF THESE TERMS AND CONDITIONS

We reserves the right to change the terms, conditions, and notices under which this website is offered and you agree to accept and be bound by those terms, conditions, and notices that are in effect at the time of your use of our website and services.