

GreenSicily Terms and Conditions 2010

definition

In these terms of business the words and expressions listed below shall have the following meaning:

Parties:

(a) "We", "us", "our", "GreenSicily.com", "ourselves": is Meridia Tours Ltd

(b) "You", "your", "client", "customer": is the customer(s) entering into the agreement
GreenSicily.com is specialised in booking holiday accommodations in Sicily.

When you send an enquiry or make a booking with us you guarantee that you have the authority to accept, and do accept, on behalf of your party (listed on the holiday voucher) the terms of these booking conditions. The person dealing with the booking with GreenSicily accepts the responsibility for paying for all people on the "Holiday Vouchers" and keeping everyone informed of the booking details.

Your contract with GreenSicily is made once one of the following steps has been completed:

- » When you make a subscription in our site.
- » When you correspond with us.
- » When you send requests or making bookings with us.

This contract is governed by English Law and both parties shall submit to the jurisdiction of the English Court at all times.

payment

Once the owners confirmed to us all the availabilities and we have sent you the confirmation of the tour by email.ou have 4 busineses day to pay your reservation following this procedure:

- » 30% is required to book and guaranteed your accomodation
- » if your journey start date is less than 45 days the total of the amount is required to book and guaranteed your accomodation
- » the solde of the all amount is required from 6 week/45 days before the start date of your journey

We will issue a Sales Invoice with all our bank detials, your details and the booking references.

You can choose to make a payment with one of the following options:

- » Via Bank Transfers
- » Via Cheque to Meridia Tours ltd (a 2% of handling fee will apply due to the bank's interest charges)

After we receive all the paiements will send your the Holiday Voucher and the necessary Travel Information at least 15 days before your departure.

Although we will issue the Holiday Voucher we reserves the right to cancel the booking at any time if no balance has been paid or reached our account.

Meridia Tours ltd cannot be held responsible for any costs incurred for credit/debit card charges.

force majeure

GreenSicily and its suppliers regret any liability or pay any compensation where your holiday has been affected or damaged as a result of force majeure. This means any events such as threatened terrorist activity, natural disasters, nuclear disasters, industrial dispute, industrial strike, adverse weather conditions, fire, flight cancellation and all similar events beyond our and suppliers control. Any liability and compensations should be forwarded to the insurers.

breakage deposit for renting a villa

Upon arrival at the property the customer will have to let a security deposit (if required), to the owner or his representative. The amount has to be paid in local currency cash or via credit/debit cards (this depends on the property) when the keys are handed or at the check-in.

The customer is responsible for any damage caused to the property during their stay and any charges will have to be paid locally with the owner or his representative in this respect.

The security deposit may either be returned on departure, shortly after departure or held until the service companies present the invoices to the owner (this will have to be arranged directly with the owner).

The security deposit in most of the cases will be refunded locally at the end of the holiday less any deductions for damage caused to the property and any unplanned additional costs (i.e.: utilities).

cancellation or making changes to booking.

Cancellation fees depend on how much notice has been given before your arrival date and if we have a chance to resell the cancelled dates. Different owners have different cancellation policies but a rough guide is as follows.

- Up to 8 weeks before departure, penalty of 30% of the total due amount (i.e. advanced payment).
- Between 8 and 4 weeks before departure penalty of 50% of the total due amount.
- Between 4 and 2 weeks before departure penalty of 70% of the total due amount.
- Between 2 and 1 weeks before departure penalty of 90% of the total due amount.
- Less than 7 days before departure 100% of the total due amount.

Please note that the advanced payment is non-refundable under any circumstances.

If you think there is even a chance you may not be able to travel it is advisable to take out travel insurance just in case. Please Visit the page of our partner, one of the most trusted Insurance Company Mondial Assistance

To change the number of guests you need to check with us to find if the accommodation can host the additional guest(s): with change of less than the 20% of guests the balance will remaining the same; if the change is more than 50% of the number of travellers we will consider to calculate the new price or you may be

required to cancel your original booking; if more guests arrive than was originally booked we will add an additional extra guest fee to your balance.

To change the length of your travel, you of course pay less ; with more days, you pay the required additional daily rate on arrival.

Requesting a move to a different apartment from the one you have already booked. We will try accommodate you but it is not always possible, but of course we will do all we can.

In some cases to change apartment; you may be required to cancel your original booking and make a new one from scratch. This will be treated as a new booking and a second booking deposit will have to be paid.

All changes to reservations or cancellations must be received by email or post mail. Cancellations or changes over the phone will not be accepted.

We recommend that guests purchase travel insurance to avoid any problems.

Cancellation or changes made by us

Even if it is very rare that we have to make changes to your travel arrangements, although we try to avoid changes and cancellations, we must reserve the right to do so.

If this event will occur we will notify you as soon as possible. If we are forced to make significant changes or a cancellation has to be made you can choose between:

» Accept the changes of your holiday arrangement.

» Take an alternative property subject to availability. If the alternative accommodation costs less than the original property booked then we refund you the difference between the price you paid and the new cost of the proposed accommodation.

If the alternative property is more expensive than the original booked you will have to pay the difference.

» If we have to cancel the booking completely without having any alternatives we will refund all the money paid by you.

insurance and responsibilities

We strongly recommend to contract an adequate insurance for all the travellers listed in the booking. We will not be responsible to check your insurance policy and we are not liable whatsoever for adequacy and validity of your insurance. We reserve the right to ask for further evidence.

Although we engage ourselves to check all the accommodations, we do not control the daily operations of all our suppliers, and therefore we do not accept responsibility for any deficient facilities or services of your holiday, which we contract provide. We will not be liable for any third party negligence.

We cannot be held responsible for any personal injuries during your holiday and/or during your stay at the property, the clients should affect their own insurer against such risks. We shall not be responsible for the death of or personal injury of you or any person listed in the booking or other person staying at the property.

Our partner affiliated with Mondial Assistance and you can book your most suitable travel insurance via our link. We are not responsible for any transactions or services you will book with them.

arrival procedure

After you have received confirmation of your booking by e-mail, please print out a copy of your vouchers / tickets as it contains all information about the accommodations.

If you have not given us your time of arrival in Sicily, please do so a few days before your arrival. This is important for the owners of the accommodations.

during your staying in Sicily

Please treat the accommodation and the contents as if it was your own. Different owners have different house rules, please obey any rules the owner informs you of. If you need to contact the owner due to a problem, damage or non working equipment please contact the owner as soon as possible, so the repairs can be dealt with. You can also call us if you feel more comfortable.

The guest booking the room is the person who will be help responsible for keeping their guests in an orderly manner.

During your stay at the property you are expected to have an appropriate attitude, however we reserves the right to terminate your holiday if

- You or any member of the party cause distress, damage, danger or annoyance to people (employees, owner, representative or third party).
- You or any member of the party, in opinion of the authority, are unfit to travel because you appear to create disturbance to other people. In no case refund will apply for any unused nights.

cleaning

The accommodation is cleaned and ready for your arrival. On your departure, you are required to return the accommodation in order.

amendments

Accidents sometimes happen. In the unlikely event that the owner cannot accommodate you with the apartment that you originally booked, we will do all we can to find you similar accommodation. If the alternative is not agree by you we'll refund the cost of all the days payed for this accommodation.

responsibility

The service of GreenSicily is limited to advertising other owners accommodations and information regarding making a reservation for your chosen accommodation, until booking confirmation is sent by email. The responsibility GreenSicily is limited to your booking paiement.

Of course we always welcome feedback from our guests / clients about the accommodation they booked with us. We pass on this information/ comments to the owner if the need arises.

our website

We have visited all these properties before listing them on our site we do rely on the owners to update the information when changes happen to the accommodations/ rooms, items added or withdrawn.

All information and resources regarding accommodation are the most up to date we have.

GreenSicily reserves the right to update information published on the site at any time including rates, descriptions and photographs. GreenSicily does not guarantee condition or suitability of any accommodation as advertised on its website.

GreenSicily reserves the right to change, modify or update its terms and conditions at any time. It is the responsibility of guests to make sure they read these terms and conditions before making any booking. By clicking on "I agree to GreenSicily terms and Conditions" or simply sending a request to us you agree you have read, understand and accept them.

data protection policy

It is necessary for us to acquire information from you in order to process your booking. We take full responsibility to ensure that your information is protected. We must pass your information on to relevant suppliers property owners, hotels, Security companies. Your information will be held so that we can inform you of our future service offerings. If you do not wish to hear from us with future offers or wish to obtain a copy of the information, held on file, please contact us.

entire agreement

This agreement and the documents referred to in it, constitute the entire agreement and understanding of the parties and supersede any previous agreement between the parties relating to the subject matter of this agreement.

modifications or changes of these terms and conditions

We reserves the right to amend, change or cancel any part of these terms and conditions without have to notice.

Greensicily contact details

GreenSicily by MERIDIA TOURS LTD
n:06651156

Address:
826 Garratt Lane
Tooting
London SW17 0LZ
United Kingdom

Tel: (+44) 020 3239 5527
email info@greensicily.com