

Terms and Conditions

1. CONCLUSION OF THE TRAVEL CONTRACT

1.1 With the booking (travel registration) the customer offers bindingly My dream for you tour operator (in the following "tour operator") the conclusion of the travel contract. Basis of this offer are the travel announcement and the additional information of the tour operator for the respective journey.

1.2 Bookings can be made in writing, verbally, by telephone, by fax or electronically (e-mail, Internet).

1.3 The customer shall be responsible for his own contractual obligations and for all contractual obligations of fellow travellers for whom he makes the booking, insofar as he has assumed this obligation by express and separate declaration.

1.4 The contract is concluded with the receipt of the booking confirmation (declaration of acceptance) by the tour operator. It does not require a specific form. With or immediately after conclusion of the contract, the tour operator will send the customer a travel confirmation in writing or in text form (also electronically).

1.5 If the content of the tour operator's declaration of acceptance differs from the content of the booking, a new offer is presented from the tour operator, to which the tour operator shall be bound for a period of 10 days. The contract is concluded on the basis of this new offer if the customer declares acceptance to the tour operator within the binding period by express statement or down payment.

2. PAYMENT

2.1 A down payment of 30% of the tour price is due after conclusion of the contract and must be paid within 7 days of receipt of the booking confirmation. The remaining payment is due 28 days before the start of the trip if the trip can no longer be cancelled for the reason stated in section 6.

2.2 If the customer does not make the down payment and/or the balance payment in accordance with the agreed payment due dates, the tour operator is entitled to resign from the travel contract after issuing a reminder and setting a deadline and to charge the customer with cancellation costs in accordance with section 4.2 sentence 2 to 4.5.

3. CHANGES IN SERVICES AND PRICES AFTER CONCLUSION OF CONTRACT

3.1 Deviations of essential travel services from the agreed content of the travel contract, which become necessary after conclusion of the contract and were not caused by the tour operator in bad faith, are only permitted if the deviations are not substantial and do not impair the overall layout of the trip.

3.2 Any warranty claims shall remain unaffected if the changed services are defective.

3.3 The tour operator is obliged to inform the customer about essential changes in services immediately after becoming aware of the reason for the change.

3.4 In the event of a substantial change in an essential travel service, the customer is entitled to withdraw from the travel contract free of charge or to demand participation in a trip of at least equal value if the tour operator is in a position to offer such a trip from his travel offers without additional charge for the customer. The customer has to assert these rights immediately after the tour operator has declared the change of the travel service or the cancellation of the trip.

3.5 The tour operator reserves the right to amend the prices quoted and confirmed with the booking, in particular in the event of an increase in transport costs or charges for certain services such as port or airport charges or a change in the exchange rates applicable to the relevant trip, as follows: If the transport costs, in particular fuel costs, existing at the conclusion of the travel contract increase, the tour operator may increase the travel price in accordance with the following calculation:

a) In the case of an increase related to the seat, the tour operator can demand the increase amount from the customer.

b) In other cases, the additional transport costs demanded by the carrier per means of transport are divided by the number of seats of the agreed means of transport. The tour operator may demand the resulting increase for the individual seat from its customers.

If the fees such as port or airport charges existing at the conclusion of the travel contract are increased for the tour operator, the travel price can be increased by the corresponding proportional amount. In the event of a change in exchange rates after the conclusion of the travel contract, the travel price may be increased to the extent that the journey has become more expensive for the tour operator.

3.6 An increase is permissible if there are more than 3 months between the conclusion of the contract and the agreed travel date and the circumstances leading to the increase had not occurred prior to the conclusion of the contract.

3.7 In the event of a subsequent change in the tour price, the tour operator will inform the customer immediately. Price increases from the 20th day before departure are ineffective. In the case of price increases of more than 10%, the customer is entitled to withdraw from the travel contract without charges or to demand participation in a trip of at least equal value if the tour operator is in a position to offer such a trip without additional charge for the customer from his travel offers. The customer must assert these rights immediately after announcement of the price increase.

4. CANCELLATION BY THE CUSTOMER BEFORE THE START OF THE JOURNEY

4.1 The customer can withdraw from the trip at any time before the start of the trip. Cancellation must be made to the tour operator at the address given in section 16. If the trip was booked through a travel agency, the cancellation can also be declared to this agency.

4.2 If the customer withdraws before the start of the journey or does not commence the journey, the tour operator loses the claim to the entire tour price. Instead, the tour operator is entitled, insofar as he is not responsible for the cancellation or a case of force majeure exists, to demand appropriate compensation for his expenses and the travel arrangements made before the cancellation depending on the respective travel price.

4.3 The Tour Operator has staggered this claim for compensation chronologically i.e. taking into account the proximity of the time of withdrawal to the contractually agreed beginning of the journey as a lump sum percentage of the tour price and when calculating the compensation, he has taken into account expenses usually saved and usually possible other usages of the travel services. The compensation shall be calculated as follows after the date of receipt of the notice of withdrawal:

Air package holidays

- up to 46 days before departure 40 % of the tour price,
- from the 45th day before departure 60 % of the tour price,
- from the 14th day before departure 80 % of the tour price,
- 90 % of the tour price on the day of departure or no-show.

Rail and ferry package tours

- up to 46 days before departure 15 % of the tour price,
- from the 45th to the 30th day before departure 20 % of the tour price,
- from the 29th to the 15th day before departure 30 % of the tour price,
- from the 14th to the 7th day before departure 50 % of the tour price,
- from the 6th day before departure 70 % of the tour price,
- 90% of the tour price on the day of departure or no-show.

Package tours with personal travel, extension programmes & travel components, excursions

- up to 46 days before departure 20 % of the tour price,
- from the 45th day before departure 30 % of the tour price,
- from the 30th day before departure 40 % of the tour price,
- from the 14th day before departure 80 % of the tour price,
- 90 % of the tour price on the day of departure or no-show.

Combined bike-ship package tours

- up to 84 days prior to departure 10 % of the tour price,
- from the 83rd to the 42nd day before departure 30 % of the tour price,
- from the 41st to the 28th day before departure 60 % of the tour price,
- 80 % of the tour price from the 27th to 4th day before the start of the tour,
- 90 % of the tour price from the 3rd day before the start of the tour or in the event of no-show.

4.4 Irrespective of the time of cancellation, the cancellation conditions of the carrier shall additionally apply in the event of cancellation of mediated train and flight tickets. These may deviate from the aforementioned cancellation costs.

4.5 The tour operator reserves the right to demand a higher, individually calculated compensation instead of the above flat rates if the tour operator can prove that he has incurred significantly higher expenses than the applicable flat rate. In this case, the tour organizer is obliged to state the amount of the compensation claimed and to prove it, taking into account the expenses saved and any other use of the travel services.

5. REBOOKING

5.1 After conclusion of the contract, the customer is not entitled to any changes to the travel date, destination, place of departure, accommodation or type of transport (rebooking). If a rebooking is nevertheless made at the customer's request, the tour operator is entitled to charge a rebooking fee per traveller subject to compliance with the following time limit. Up to 31 days before the start of the journey, this rebooking fee is made up of the specific additional costs to be quantified individually plus a processing fee of 50 euros.

5.2 Any rebooking requests by the customer which are made after the deadline has expired can, insofar as their execution is possible at all, only be carried out after withdrawal from the travel contract in accordance with sections 4.2 to 4.5 under the terms and conditions and simultaneous re-registration.

5.3 The procedure described under 5.1 - 5.2 also applies if additional costs are incurred due to incorrect information provided by the customer (e.g. due to a necessary change of a reservation with costs if the name is incorrect or incomplete).

6. WITHDRAWAL DUE TO NOT REACHING THE MINIMUM NUMBER OF PARTICIPANTS

6.1 If a minimum number of participants has been specified in the tour description or in other documents that have become part of the contract, the tour operator can withdraw from the tour contract up to 30 days before the start of the tour if the minimum number of participants is not reached. If the tour is not carried out for this reason, the customer will be reimbursed immediately for payments made on the tour price.

6.2 In the event of withdrawal for the aforementioned reason, the tour operator shall not assume any reimbursement for third-party services such as flights purchased by the customer outside the package offered by the tour operator.

7. TERMINATION AND EXCLUSION FOR BEHAVIOURAL, PSYCHOLOGICAL OR PHYSICAL REASONS

7.1 The tour operator can terminate the travel contract without notice if the customer, despite a warning from the tour operator, is a long-term disrupter or if he behaves contrary to the contract to such an extent that the immediate cancellation of the contract is justified.

7.2 If the customer is not physically or psychologically up to the requirements mentioned in the respective travel description, My dream for you - travel guide is entitled to exclude the customer completely or partly from the travel program.

7.3 In the event of cancellation or exclusion, the tour operator retains the right to the tour price.

8. OBLIGATIONS OF THE CUSTOMER TO COOPERATE

8.1 Notice of defects

If the trip is not performed in accordance with the contract, the customer may demand remedy.

However, the customer is obliged to notify the tour operator immediately of any travel deficiency that has occurred. If he fails to do so, the tour price will not be reduced. This only does not apply if the notification is obviously futile or unreasonable for other reasons.

The customer is obliged to immediately inform the tour guide at the holiday destination of his notice of defects. If a tour guide is not available at the holiday destination, the tour operator must be informed immediately of any deficiencies at his premises. The availability of the tour guide or the tour operator will be stated in the description of services. The tour guide is instructed to provide remedy, if this is possible. However, it is not authorised to recognise claims.

8.2 Setting a deadline before cancellation

If a customer wishes to terminate the travel contract due to a travel defect or for an important reason recognizable to the tour operator due to unreasonableness, he must first set the tour operator a reasonable deadline for remedial action. This only does not apply if the immediate termination of the contract is justified by a special interest of the customer recognisable to the tour operator.

8.3 Baggage Damage and Delay

The organizer strongly recommends that damage or delays in delivery during air travel are reported immediately to the responsible airline on the spot by means of a damage report (P.I.R.). In the event of damage to luggage, the notice of damage must be given within 7 days and in the event of delay within 21 days of delivery. Otherwise, the loss, damage or misdirection of baggage must be reported to the tour guide or the local representative of the tour operator. The tour operator

does not assume any liability for this.

8.4 Travel documents

The customer must inform the tour operator if he does not receive the necessary travel documents within the period of time specified by the tour operator.

8.5 Passport details

If the forwarding of passport data is necessary for the execution of the trip in accordance with the announcement, it is part of the customer's duty to cooperate to make this available to the tour operator within a pre-determined period.

9. LIMITATION OF LIABILITY

9.1 The contractual liability of the tour operator for damages which do not result from injury to life, body or health is limited to twice the tour price,

a) insofar as damage to the customer is caused neither intentionally nor by gross negligence, or

b) insofar as the tour operator is responsible for any damage incurred by the customer solely due to the fault of a service provider.

9.2 The tour operator's liability for damages resulting from unlawful acts for property damage that is not based on intent or gross negligence is also limited to twice the travel price per traveller and trip.

9.3 The tour operator is not liable for service disruptions, personal injury and damage to property in connection with services which are merely mediated as third-party services, if these services are expressly marked as third-party services in the tour description, so clearly that they are recognizable for the customer not part of the tour operator's travel services. However, the tour operator is liable for services which include the carriage of the customer from the advertised place of departure of the journey to the advertised place of destination, intermediate carriage during the journey and accommodation during the journey, or if and to the extent that the breach of the tour operator's duties of information, clarification or organisation has become the cause of damage to the customer.

10. EXCLUSION OF CLAIMS

The customer must assert claims within one month of the contractually agreed date of completion of the trip at the latest. The assertion can be made in due time to the tour operator at the address given in section 16. After the deadline has expired, the customer can only assert claims if he has been prevented from keeping the deadline through no fault of his own.

The time limit shall also apply to the notification of baggage damage or delayed delivery of baggage in connection with flights in accordance with Section 8.3 if warranty rights are asserted.

11. OBLIGATION TO PROVIDE INFORMATION ON THE IDENTITY OF THE OPERATING AIR CARRIER

As soon as the tour operator knows which airline will operate the flight, it must inform the customer. If the airline named to the customer as the operating airline changes, the tour operator must inform the customer of the change.

12. TERMINATION DUE TO FORCE MAJEURE

12.1 If the trip is considerably impeded, endangered or impaired as a result of force majeure which could not have been foreseen when the contract was concluded, both the tour operator and the traveller may terminate the contract solely in accordance with this regulation.

12.2 If the contract is terminated in accordance with paragraph 12.1, the additional costs of return transport shall be borne equally by each party. Furthermore,

the additional costs shall be borne by the traveller.

13. BOOKING OF A HALF DOUBLE ROOM

13.1 If no person of the same gender has booked a half double room about six to four weeks before departure, the customer will automatically receive a double room for single use or a single room. In this case, the tour operator charges 50% of the single room surcharge. If the customer does not agree with this, he has the option of either rebooking free of charge to another group trip from the tour operator's offer or cancelling the booked trip free of charge.

13.2 For bookings made within one month prior to departure, the organiser will charge the full single room surcharge, if no room partner is available.

14. MEDIATION OF THIRD-PARTY SERVICES

14.1 When booking external services such as insurance or flights, which are not part of the advertisement, the organizer is only liable for the mediation of the external service, but not for the provision of the service content.

14.2 The general terms and conditions and cancellation conditions of the respective contractual partner apply.

15. INSURANCES

It is expressly recommended that you obtain travel cancellation insurance and insurance to cover repatriation costs in the event of accident or illness.

16. TOUR OPERATOR

My dream for you

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