

TERMS & CONDITIONS FOR AGENTS

Summary and validity period of the contract.

Cretan Holidays in the framework of its tourism activity has developed the website www.greekholidays.travel, where the company promotes and sells tourism services. Cretan Holidays assigns to the Customer the sale of those excursions via this website or via its own web channels or partners network. The validity of this agreement starts from the date of signature and shall be valid indefinitely, as in the written notice of termination of cooperation.

Regulation of competence and separation of responsibilities

In order to secure the flow of sales and operation it is specifically defined that:

- a) The reservations will be directed to Cretan Holidays online via the website or offline via mail. In case of using the www.greekholidays.travel, the Customer will acquire a personal **Agent Code**. Using this Agent Code the Customer may [book online an excursion](#) and also monitor its sales statistics. The Agent Code is strictly personal and cannot be transferred. Alternatively the Customer can
- b) The Customer has the right of Free Sales, depending on the availability presented on the web site www.greekholidays.travel or offline via mail. Cretan Holidays undertakes the responsibility of continuous and timely updates of the excursions offered, displayed on this web site.
- c) For any questions or specificities regarding the Excursions Schedule (prices, excursion dates) the Customer should address to info@greekholidays.travel or to Cretan Holidays Excursions Department and more specifically to Mrs. Lillan Knorr (l.knorr@cretanholidays.gr).

Financial Terms

1. The Customer is bound to promote the excursions with prices defined by Cretan Holidays. The Customer is also bound to promote the excursions providing correct information about the excursions schedule and with due care to avoid any misleading of the buyer.
2. In case the Customer use its own selling channel and the buyer will pay the Customer, then Cretan Holidays will invoice the customer monthly on Net value, meaning the full price deducting the agreed commission. The Customer must pay Cretan Holidays within 7days from the day received the invoice.
3. In case the Customer use the www.greekholidays.travel as selling channel, then
 - a. the sale of excursions will be made in the name and on behalf of Cretan Holidays and Cretan Holidays will be the beneficiary of the relevant consideration which the buyer will pay for the trip.
 - b. the consideration for purchasing the excursion will be paid using the credit card of the buyer through the web site Greekholidays.travel and the account of Cretan Holidays will be credited.
 - c. Order Voucher will be printed through the web site Greekholidays.travel for the buyer, since it is necessary to demonstrate it in order to participate in the excursion.
 - d. The Customer will issue a monthly commission invoice to Cretan Holidays with 10% of the sales price including VAT. The liability claims and the monthly settlement will be calculated in accordance with the Order Vouchers collected. Cretan Holidays will pay the Customer in the beginning of each month after receiving the commission invoice.

Special conditions and cancelations

The General Terms, mentioned in www.greekholidays.travel generally apply. Briefly referred to below:

1. The excursions may be cancelled 48 hours prior to carrying out the service for free (No cancellation fee).
2. For cancellations less than 48 hours prior to carrying out the service, the charge will be 50%
3. For cancellations less than 12 hours prior to carrying out the service and in cases of Non Show, the charge will be 100%, unless there is reason for no charge which will be notified to Cretan Holidays in written.

Promotion και Marketing

1. Cretan Holidays reserves all rights of the web site www.greekholidays.travel
2. Cretan Holidays has the commercial rights of the material used (texts, photos, video)
3. Cretan Holidays undertakes to promote the site to become recognizable in the tourism market.
4. Cretan Holidays has sole responsibility for maintenance and proper operation of the site.
5. In case Customer use own web pages or partners network, then the Customer undertakes the responsibility to promote the products offered by Cretan Holidays and to use the content (photos, descriptions) till the date of the contract expiry.