

## **TERMS AND CONDITIONS CONSUMER DISCLOSURE NOTICE**

Please read the Terms and Conditions carefully, as your deposit payment signifies acceptance of the Terms and Conditions and information contained in all marketing brochures and company website ([www.DelfiniaGroup.com](http://www.DelfiniaGroup.com)). The food and wine tours (the "Tours") and customized travel itineraries ("Customized Travel") are arranged by DELFINIA Travel, LLC of 500 West Putnam Avenue - Suite 400, Greenwich, CT 06830 DBA Delfinia Group and Delfinia Travel, LLC, Telephone (203) 698-9244 and / or its affiliate, DG Europe SMPC of 84600 Mykonos, Greece (together, "DELFINIA").

DELFINIA has made the travel arrangements for the Tours and Customized Travel as agent for the transportation carriers and other suppliers of services (each, a "Supplier") connected with the Tours and Customized Travel, all of which are independent contractors. DELFINIA in no way owns or operates the vehicles or facilities to be used during the Tours and Customized Travel and does not guarantee performance by, or assume responsibility for, the acts and/or omissions of any Supplier, their employees, agents, independent contractors, etc.

All bookings for the Tours and Customized Travel are accepted by you, subject to the conditions imposed by DELFINIA and the Suppliers which include, but are not limited to, airlines, cruise lines, rail carriers, motor coach carriers, hotels and inns, restaurants and other food service establishments, insurance and other companies, firms or persons concerned with the Tours and Customized Travel.

DELFINIA will make no refund in the event of any travel interruption, delay, cancellation, over-booking, strike, work stoppage, or force majeure of any Supplier; missed connections, flights, or transfers; delays due to weather, acts of terrorism or violence, or other events beyond our control; nor for elements of a Tour or Customized Travel package not used by you.

Prices quoted for Tours are per person, based on double occupancy. There is an additional single supplement charge. DELFINIA cannot guarantee that all requests for a single supplement can be granted, given the constraints of some of the hotels we use, so please call for availability.

DELFINIA reserves the right to cancel or change the itinerary of a Tour or Customized Travel whenever, in its sole judgment, conditions warrant, or if DELFINIA deems it necessary for your comfort, convenience or safety.

DELFINIA reserves the right to correct an error in the advertised price prior to your departure.

DELFINIA cannot assume responsibility or liability for any loss or damage to personal effects or for any injury or loss during the duration of a Tour or Customized Travel. Therefore, we strongly recommend that you purchase appropriate travel/medical/baggage/ cancellation insurance. DELFINIA offers a travel protection plan through an independent provider. DELFINIA provides information about the policy, but detailed questions should be directed to the insurance provider. DELFINIA is not authorized to act as agent for the insurance provider. Any claims, disputes or other matters pursued under the policy must be directed to the insurance provider.

Travel outside the United States of America requires a valid U.S. passport or other acceptable forms of proof of citizenship. You are responsible for, and release DELFINIA from, any passport, visa, and vaccination requirements and from safety conditions in travel destinations.

Travel related health information can be found at the CDC ([wwwnc.cdc.gov/travel](http://wwwnc.cdc.gov/travel)) or the US State Department website ([www.travel.state.gov/travel](http://www.travel.state.gov/travel)). For travel advisories, please see [www.travel.state.gov](http://www.travel.state.gov).

A contract is deemed to be made when your reservation and deposit for a Tour or Customized Travel are accepted by DELFINIA in its home office in Connecticut. Any disputes shall be governed by Connecticut law and are subject to exclusive jurisdiction and venue in Fairfield County, Connecticut.

In calculating the cost of your Tour or Customized Travel, DELFINIA has relied on your consent to these terms and conditions and in the absence of this release, the cost of the Tour or Customized Travel would have been higher.

Note: DELFINIA is not responsible for personal arrangements affected, including possible additional costs or cancellation for optional deviations that you arrange with or without our involvement.

### RESERVATIONS AND PAYMENT

A reservation for a food and wine tour (a "Tour") or customized travel itinerary ("Customized Travel") will be considered made upon receipt of a Deposit (per person) by check, wire transfer, or credit card, which will also serve as your acceptance of these Terms and Conditions. All balances due must be received 90 days prior to the first day of a Tour or at least 45 days prior to departure for Customized Travel and may be made by check, wire transfers, or credit card. Upon receipt of your balance due, you will receive a comprehensive pre-departure package that will contain important information for your Tour or Customized Travel. Returned checks are subject to a \$50 fee per person.

DELFINIA reserves the right to cancel a Tour or Customized Travel for any reason, at any time prior to the start date. In this case, refund of any payments received from you constitutes full settlement.

Cancellations and Refunds - All requests for refunds must be made in writing to DELFINIA and are considered effective on the first business day (Monday-Friday, 9am-5pm EST) received by mail or fax in our office. In the event of a cancellation by you, the deposit and any other payments will be subject to the refund policy stated on your invoice. There will be no refunds, in full or in part, for full or partial cancellation after any applicable refund period, no shows, unused portions of Customized Travel or a Tour, for leaving a Tour or Customized Travel early or arriving late, for missed flights, connections, or transfers, or for delays or cancellations due to weather, strikes, acts of terrorism or violence, or other events beyond our control.

DELFINIA strongly recommends trip cancellation insurance.

Note - Optional travel services or special arrangements purchased from DELFINIA or third parties, non-refundable air tickets, trip cancellation insurance or other insurances are not covered by the refund policy and such costs are not refundable or transferable after purchase. More restrictions, limitations and exclusions may apply from the insurance company.

Making arrangements to connecting or departure and arrival city - Be aware that times at connecting or departure and arrival cities are subject to change. DELFINIA is not responsible for any charges or claims due to such changes.

Taxes, Charges & Fees - Fuel surcharges and airport taxes for air transportation that are part of a Tour or Customized Travel are included in the stated price. DELFINIA reserves the right to pass through any increases in airport taxes without prior notice. DELFINIA also reserves the right to pass through any increases in government taxes and other taxes and fees that may be levied on a Tour or Customized Travel without prior notice.

Travel Documents - A valid passport is required for international travel. American and Canadian citizens may enter Greece for up to 90 days for tourist or business purposes with a valid passport—a visa is not required. Your passport should be valid for at least three months beyond the period of your stay. American citizens may contact the Embassy of Greece at 2217 Massachusetts Avenue NW, Washington, DC 20008, telephone (202) 939-1300 for more details ([www.greekembassy.org](http://www.greekembassy.org)). Passport, visa and other documentation are your responsibility and at your cost. No refunds can be offered to individuals without required travel documents.

Transportation - Occasionally air flight schedules or travel delays require an overnight at your departure airport or en route. This is at your expense. If you extend your stay, transportation to/from the airport is not included for the extended portion. Extended stays (if available) should be booked as soon as possible and extra charges apply.

Disabilities- Our Tours and Customized Travel require that each participant be in good health and able to walk, climb stairs and be mobile without assistance. DELFINIA does not assume responsibility for ensuring that facilities, venues and all other sites visited can accommodate persons with disabilities. While we will try to meet your needs, please be aware that facilities and venues outside the United States are often not able to accommodate persons with disabilities. If you have a disability and require assistance, please notify us to discuss your needs prior to making any deposit or payment.

Baggage - Every effort is made to handle your baggage carefully while on a Tour or Customized Travel. DELFINIA is not responsible for and does not assume liability or accept claims for loss or damage to bags due to breakage, theft, wear and tear by a hotel, airline, bus company or others who may handle your bags.

## INSURANCE

DELFINIA carries liability insurance with an "A" rated U.S. insurance company.

## REGISTRATIONS

DG Europe SMPC is a licensed incoming travel agency under the jurisdiction of the Republic of Greece with Greece National Tourism Organization License #0206E6000043051. DELFINIA is not a registered seller of travel in any jurisdiction not expressly stated herein.