

Terms and Conditions

Xeniq Experiences I.K.E (aka Xeniq), is a registered Travel Agency headquartered at Liapades Square, Corfu, Greece, operating under GEMI Registration Number: 180580933000.

Xeniq complies with Greek laws governing tourism and operates under the guidance of the Greek National Tourism Organisation (GNTO) with registration number 0829E60000226600.

By purchasing Xeniq Experience's services, you agree to abide by these terms and conditions, which are aligned with Greek and EU regulations. Any updates to these terms will be reflected on the company's website, and it is the client's responsibility to review them prior to booking.

1. Reservations and bookings

1.1 Pre-Contractual Information

In accordance with Article 8 of Greek Law 4512/2018, clients are provided with detailed information on experience content, pricing, and inclusions prior to booking.

This information is part of the pre-contractual agreement upon booking.

1.2 Booking Process

Reservations can be made via the *Registration* form for each experience via a secure payment link for a non-refundable 50% deposit.

Once the registration request and deposit payment is received, clients will be invited to access the Xeniq travel app for real-time pre-experience, during and post experience information.

1.3 Final Payment

The remaining balance to be settled 45 days prior to the departure date.

Clients must settle the remaining balance within **7 days** of receiving the payment request. Failure to do so will result in automatic cancellation of the booking.

2. Cancellations and Modifications

2.1 Client Cancellations

In accordance with Article 12 of Greek Law 2251/1994 on Consumer Protection, clients have the right to cancel their bookings. The following cancellation fees apply once the booking has been paid in full:

- Up to 15 days before departure: 50% of the cost
- Less than 14 days before departure: 100% of the cost

2.2 Client Modifications

Clients may request modifications to their booking under the following conditions:

- Up to 31 days before arrival: No processing fee
- Between 7–30 days before arrival: €100 processing fee
- Less than 7 days before arrival: Modifications are not permitted

If a participant in a group booking cancels, any resulting additional costs or adjustments will be shared among the remaining participants and must be settled before departure.

Xeniq reserves the right to cancel an experience if the minimum participation level (60%) is not reached 30 days prior to the start date. In such cases, Xeniq will issue a full refund, minus any non-refundable expenses.

2.3 Xeniq Modifications

If Xeniq modifies or cancels an experience, an alternative of equivalent or higher quality will be offered where possible.

If the proposed change is not acceptable, a full refund of the amount paid will be issued.

Clients have 7 days from notification to accept the proposed changes or cancel the booking. Failure to respond will be deemed acceptance.

During the experience, if unforeseen changes occur due to force majeure (e.g., weather conditions, strikes), Xeniq



will make every effort to arrange alternatives of similar quality.

No refunds will be provided for interruptions or unused services caused by the client.

3. Cycling Experience Conditions or events that require physical fitness

3.1 Services and Pricing

Experience descriptions specify included and excluded services. Pricing of our experiences depend on the design and destination. All accommodation is based on single occupancy (single supplement applies) and shared accommodation must be specifically requested and confirmed in advance.

Accommodation levels are selected to complement the experience.

All pricing includes bed and breakfast, specified meals and any necessary equipment (e.g. bikes, boats, equipment) required to perform the activities.

3.2 Custom Packages and Experiences

Custom designed packages (e.g., extended stays, shortened experiences) will be priced and confirmed in writing.

4. Payment Terms

4.1 Deposit and Balance

A 50% non-refundable deposit is required to register for an event and secure a booking.

The remaining balance must be paid 45 days before departure.

4.2 Payment Methods

Payments can be made via:

Credit card (Visa or MasterCard) through a secure payment link provided.

All financial and bank charges are for the client account.

Failure to meet payment deadlines will result in cancellation, and Xeniq reserves the right to retain the non-refundable deposit.

5. Responsibilities

5.1 Clients are responsible for:

- Ensuring they comply with all administrative and health requirements (e.g., valid passports, visas, travel, and medical insurances).
- Selecting an experience that matches their fitness level and physical capabilities. Xeniq reserves the right to refuse participation if a client is deemed unfit.
- Adhering to traffic regulations, respecting, and maintaining the condition of rented equipment.
- Acting responsibly to prevent damage or losses.

Xeniq complies with Greek consumer protection and tourism laws, and is not liable for delays, cancellations, or disruptions caused by:

- Weather conditions (please note that island weather can be unpredictable and may change suddenly without warning.)
- Acts of God or force majeure.
- Actions of third-party providers (e.g., hotels, transport operators).

5.2 Health and Fitness

(a) Clients must inform Xeniq representatives of any injuries and remain mindful of their physical capabilities during the experience.

(b) It is the client's responsibility to consult a doctor to ensure they are fit and healthy to participate in activities such as cycling, yoga, and hiking.

(c) Clients must advise Xeniq of any health conditions or dietary requirements at the time of booking. If such conditions could affect participation, Xeniq reserves the right to recommend withdrawal from specific activities in the interest of safety and wellbeing.

(d) While all reasonable measures are taken to ensure safety, activities take place outdoors in natural conditions. Xeniq is not responsible for injuries caused by uneven terrain or negligent behaviour.

(e) Clients must notify Xeniq of any food allergies or intolerances in advance.

6. Insurance

In accordance with Greek Law 4582/2018, clients are **strongly advised** to obtain comprehensive travel insurance covering experience cancellations or disruptions, lost or delayed luggage, medical emergencies, evacuation, repatriation, and third-party liability.

Xeniq does not provide insurance and bears no responsibility for costs incurred due to lack of or insufficient coverage.

7. Claims and Disputes

Issues during the experience should be reported immediately to the Xeniq Experiences representative.

Formal complaints must be submitted in writing within 30 days of the experience's conclusion to:

Xeniq Experiences IKE

Liapades Square, Corfu, Greece

Email: explore@xeniqexperiences.com

Unresolved disputes will be adjudicated by the competent Greek courts in Corfu.

Clients agree to indemnify and hold harmless Xeniq Experiences I.K.E. from any claims, damages, losses, or expenses (including legal fees) arising from their actions, negligence, or failure to comply with this agreement.

8. Personal Data Protection

Xeniq complies with Greek Law 4624/2019 on data protection and the EU General Data Protection Regulation (GDPR).

Personal data is collected solely to fulfil contractual obligations and may be shared with partners (e.g., hotels, transport providers).

Clients may request access, modification, or deletion of their data by contacting Xeniq at:

Xeniq Experiences IKE

Liapades Square, Corfu, Greece

Email: explore@xeniqexperiences.com

By booking an experience with Xeniq Experiences, clients confirm their understanding and acceptance of these terms and conditions, as governed by Greek and EU tourism laws.
