

Terms & Conditions of Use

Last Updated: September 29, 2026

Welcome to the website of **Katakolon Plus Tours** (hereinafter "the Company", "we", "us", "our"). Please read the following Terms and Conditions carefully before using our website or making a booking for a tour, transfer, or related services.

By accessing, browsing, or using our website and booking system, you declare that you have read, understood, and fully agree to be bound by these terms.

1. Company Information

- **Company Name:** Katakolon Plus Tours
- **Headquarters:** Ancient Olympia, P.C. 270 65, Greece
- **Contact Email:** info@katakolonplustours.com

2. Services Provided

Katakolon Plus Tours provides organization and execution services for tours, excursions, private transfers, and other tourism activities, with a special focus on serving cruise ship passengers at the Port of Katakolo.

3. Booking Process & Confirmation

1. **Booking Submission:** Bookings are made online through our website's booking engine or following communication via email/contact form.
2. **Confirmation:** A booking is considered valid and final only when you receive a written confirmation email (Booking Confirmation Email) along with the corresponding booking voucher.
3. **Accuracy of Details:** The user is responsible for the accuracy of the information entered (full name, email, phone number, date, cruise ship name, etc.).

4. Prices & Payment Policy

1. **Currency & Taxes:** All listed prices are in Euros (€) and include legal taxes (VAT).
2. **Payment Methods:** Payments are processed via credit/debit card through a secure payment processing environment or through available methods specified during the booking process.
3. **Deposit / Balance Payment:** Depending on the selected service, full prepayment or a deposit may be required to finalize the booking.

5. Cancellation & Refund Policy

1. **Cancellation by the Customer:**
 - **14 days or more before the booking:** Full refund provided (100% refund).
 - **7 to 13 days before the booking:** 30% of the total amount is withheld / charged.
 - **7 days or less before the booking:** No refund is issued.

- **Force Majeure:** A full refund is issued in cases of force majeure, war, riots, extreme weather conditions, earthquakes, terrorist attacks, etc., that prevent travel either at the point of origin or the destination.
 - **Entrance Tickets:** Entrance tickets to archaeological sites/museums included in the tour are non-refundable if the cancellation occurs 72 hours or less prior to the scheduled start time of the tour.
2. **Itinerary Change / Non-docking of Cruise Ship:**
 - If the cruise ship does not dock at the Port of Katakolo due to bad weather or an itinerary change by the cruise line, a 100% refund is provided (**Full Refund Guarantee**).
 3. **Cancellation / Modification by the Company:**
 - The Company reserves the right to cancel or modify a tour due to force majeure, extreme weather conditions, or emergency safety measures. In such cases, an alternative date/time or a full refund will be offered.

6. Traveler Responsibilities & Obligations

1. **Punctuality at Meeting Points:** Participants must be present at the designated meeting point (e.g., port gate) at the scheduled time. Any customer delay affecting the tour schedule may be considered a cancellation without refund.
2. **Conduct:** Travelers must comply with the instructions of the escorts/guides and local regulations. The Company reserves the right to terminate the participation of any individual demonstrating disruptive or dangerous behavior.

7. Limitation of Liability

- Katakolon Plus Tours makes every effort to conduct all services safely and consistently. However, it bears no liability for delays, cancellations, or changes due to force majeure (e.g., strikes, natural disasters, traffic conditions, decisions of port authorities).
- The Company is not responsible for any loss or damage to passengers' personal belongings during tours/transfers.

8. Intellectual Property

All content on the website (texts, photos, logos, design) is the intellectual property of Katakolon Plus Tours and is protected by Greek and international law. Reproduction, copying, or republication without written permission is strictly prohibited.

9. Protection of Personal Data

The collection and processing of users' personal data are carried out in accordance with the General Data Protection Regulation (GDPR) and our company's [Privacy Policy].

10. Modification of Terms

Katakolon Plus Tours reserves the right to modify these Terms and Conditions at any time. Changes take effect immediately upon their publication on the website.

11. Applicable Law & Jurisdiction

These terms are governed by Greek Law. For any dispute arising regarding the interpretation or implementation of these terms, the courts of Elis (Hleia) shall have exclusive jurisdiction.

12. Contact Us

For questions or clarifications regarding these Terms of Use, you may contact us via email at: **info@katakolonplustours.com**.