

Please read these Conditions carefully before completing any booking on our website, as they set out your legal rights and obligations in relation to your booking. If you do not agree to these Conditions, please do not make any booking through **AZURE-TRAVEL.com** or via any other communication channels.

Travel Services Agreement and Booking Conditions

These Booking Conditions govern the contractual relationship between the Customer and the entity providing travel services under the **AZURE TRAVEL** brand.

The **AZURE-TRAVEL.com** platform is operated by the following legal entities:

AZURE TRAVEL P.C., incorporated in **Greece**, Registration No. **172898806000**, EOT License No. **0933E60000818001**, having its registered office at: **15 Frixou Street, Thessaloniki 54627, Central Macedonia, Greece**.

AZURE TRAVEL SOLUTIONS S.R.L., incorporated in the **Republic of Moldova**, IDNO / Tax Code **1026023029283**, having its registered office at: **Office 310, 10 Iurii Gagarin Boulevard, MD-2001, Chişinău, Republic of Moldova**.

Hereinafter jointly referred to as "**AZURE TRAVEL**."

Contracting Entity

The entity with which the Customer enters into the Agreement shall be determined exclusively by the bank account into which payment is made, as indicated on the issued invoice or directly on the website.

Where payment is made to a bank account belonging to **AZURE TRAVEL P.C.**, the Agreement shall be concluded with that company and shall be governed by the laws of **Greece**.

Where payment is made to a bank account belonging to **AZURE TRAVEL SOLUTIONS S.R.L.**, the Agreement shall be concluded with that company and shall be governed by the laws of the **Republic of Moldova**.

By making the payment, the Customer confirms that they have been clearly informed of the identity of the contracting entity, accept these Booking Conditions, and agree to the law governing the Agreement.

The **Invoice** (payment invoice) constitutes an integral part of this Agreement.

The **date and number of the Agreement** shall correspond to the **date and number of the issued Invoice**.

Formation of the Agreement

By submitting a booking request through the **AZURE-TRAVEL.com** online platform, by e-mail, WhatsApp or any other official communication channel of AZURE TRAVEL, the

Customer initiates the contractual relationship, accepts these Booking Conditions, undertakes to pay for the requested travel services, and assumes responsibility for the accuracy of the information provided and compliance with the applicable conditions.

The Travel Services Agreement shall be deemed concluded with the relevant AZURE TRAVEL entity determined according to the bank account into which payment is made, in accordance with the payment details communicated to the Customer.

However, AZURE TRAVEL's obligations to provide the travel services and the Customer's entitlement to receive such services shall arise only upon the cumulative fulfilment of the following conditions:

- (i) full payment for the travel services by the Customer; and
- (ii) issuance of the official booking confirmation by AZURE TRAVEL.

Until both conditions have been fulfilled, the Customer's booking request shall remain **pending** and shall not guarantee the final availability of the requested services.

Definitions

For the purposes of these Booking Conditions:

"We," "Us," "Our" means **AZURE TRAVEL P.C.** or **AZURE TRAVEL SOLUTIONS S.R.L.**, depending on the contracting entity determined by the bank account selected for payment.

"Customer," "You," "Your" means the lead passenger/customer named in the booking and/or the Sub-Agent, as well as all persons on whose behalf the booking is made or to whom the booked services are provided.

1. Our Role in the Booking Process

AZURE TRAVEL may act in one of the following capacities, depending on the type of travel services booked:

a) Package Travel Organiser

Where we combine and sell at least two different types of travel services (for example, accommodation and transportation), and such combination meets the requirements of the applicable legislation governing package travel, **AZURE TRAVEL acts as the organiser of the package holiday.**

In such cases, AZURE TRAVEL shall be responsible for the proper performance of the travel services included in the package, in accordance with the applicable legislation and the Travel Services Agreement.

b) Agent/Intermediary for Individual Travel Services

Where we facilitate the booking of a single travel service provided by a third party (such as accommodation, airline tickets, transfers, car rental or other travel-related services), **AZURE TRAVEL acts solely as an agent/intermediary** between you and the direct provider of the relevant service.

AZURE TRAVEL operates the **AZURE-TRAVEL.com** online booking platform, enabling users to search for, compare, select, combine and book various travel services, including flights, accommodation, transfers and other related travel services (hereinafter referred to as the "**Travel Services**").

AZURE TRAVEL neither owns nor operates the Travel Services made available through the platform. Such services are provided and performed by independent suppliers, including hotels, airlines, transfer operators and other specialised service providers (hereinafter referred to as the "**Service Provider**").

When you make a booking through the **AZURE-TRAVEL.com** platform, our role may include:

- providing access to information regarding available Travel Services;
- facilitating the selection and booking process;
- transmitting your booking request to the relevant Service Provider;
- facilitating communication between you and the Service Provider;
- processing and administering payments in accordance with the applicable booking conditions.

Where AZURE TRAVEL acts solely as an agent/intermediary, the contract for the provision of the Travel Service is concluded directly between you and the relevant Service Provider, who shall bear sole responsibility for the performance of the booked service.

At your request, AZURE TRAVEL may also provide personalised travel offers that are not publicly displayed on the online platform but correspond to the criteria, preferences or requirements communicated by you.

Upon acceptance of such an offer, AZURE TRAVEL shall issue the relevant booking documents and/or invoice relating to the selected services. Acceptance of the offer, submission of the personal information required to complete the booking and/or payment shall constitute your confirmation and acceptance of the booked services and the conditions applicable thereto.

AZURE TRAVEL's obligations towards you shall vary depending on the capacity in which we act for the relevant booking.

Where AZURE TRAVEL acts as the organiser of a package holiday, our responsibilities shall be those established by the applicable legislation governing package travel arrangements and by the Travel Services Agreement concluded with you.

Where AZURE TRAVEL acts solely as an agent/intermediary for services provided by third parties, the agreement for the performance of the Travel Service is concluded directly between you and the relevant Service Provider. In such cases, AZURE TRAVEL shall be liable only for its own obligations relating to intermediation, information, booking administration and payment processing, in accordance with these Booking Conditions.

Any reference to "**Package Holidays**" or "**Package Travel**" within these Booking Conditions shall apply exclusively where AZURE TRAVEL acts as the organiser of the package.

2. Accuracy of Information

We make every reasonable effort to ensure that all information and prices published on our website are accurate and up to date. However, changes and occasional errors may occur, and we reserve the right to correct any inaccuracies or omissions accordingly.

Before confirming your booking, you are responsible for verifying the current price and all other relevant information relating to the travel arrangements you intend to book.

Please also note that we shall not be liable for booking errors attributable to you or arising from unavoidable and extraordinary circumstances, as defined in **Clause 9**.

3. Our Agreement

Detailed information regarding the main characteristics of your travel arrangements is available on our website **AZURE-TRAVEL.com** or in the travel offer provided to you prior to making a booking.

Before making any payment, you confirm that you have read and accepted the following: the price details, any applicable promotions, any additional charges, the cancellation conditions, and this Agreement/Contract (the Booking Terms and Conditions).

This information, together with these Booking Conditions, our Privacy Notice, and any other written information provided to you before your booking, shall constitute the basis of your Agreement with us.

By making a booking, you agree to be bound by these Booking Conditions, including the following essential provisions:

The Agreement shall be deemed accepted by you at the time the booking is made. However, the Agreement shall become binding upon us only after the booking has been confirmed and full payment has been received.

If you cancel your booking, an administrative processing fee of **EUR 26** shall apply, unless additional cancellation charges are imposed by the relevant Service Provider.

Cancellation may result in charges of up to **100% of the total booking value**, depending on the terms and conditions of the relevant Service Provider.

For **Non-Refundable (NONREFUNDABLE)** rates, cancellation shall result in the forfeiture of the entire amount paid.

Non-Changeable Rates

For bookings made under **Non-Changeable** rates, no amendments shall be permitted after confirmation of the booking, including, without limitation:

- changes to travel dates;
- passenger names;
- the type of service booked; or
- any other booking details.

Where the Customer wishes to amend a booking made under such a rate, the booking cannot be modified directly. The Customer must cancel the existing booking in accordance with **Clause 10 (Customer Amendments and Cancellations)**, subject to all applicable cancellation charges, and make a new booking, subject to availability and the rates applicable at the time of the new booking.

For **Refundable** rates, both the cancellation fee imposed by the Service Provider and our administrative processing fee of **EUR 26** shall apply.

Changes to confirmed bookings may only be possible under certain circumstances and shall be subject to an administrative processing fee of **EUR 26**.

We reserve the right to amend or cancel the Agreement in certain circumstances, providing reasonable alternatives, price reductions, or compensation where applicable.

Although we shall make every reasonable effort to manage bookings with due care and diligence, our financial liability shall be limited in accordance with these Booking Conditions and the applicable law.

The lead passenger making the booking must be at least **18 years of age** and shall be responsible for all persons included in the booking. The lead passenger confirms that all travellers have been informed of and have agreed to these Booking Conditions and all

information provided prior to booking, including pricing details, promotions, additional charges and cancellation conditions.

The Service Providers involved in supplying the Travel Services operate under their own terms and conditions, which shall form an integral part of this Agreement.

It is essential that you carefully review your booking details immediately upon receipt of the booking confirmation. Subsequent amendments may not be possible or may be subject to additional charges.

Certain conditions imposed by Service Providers may limit or exclude their liability towards you.

4. Booking

By booking Travel Services and/or a Package Holiday and submitting your personal and payment details through our website or via our official communication channels, including **WhatsApp** and **e-mail**, you purchase the selected Travel Services and/or Package Holiday, subject to availability.

Upon receipt of your booking request, we shall contact the relevant Service Provider to confirm the availability of the requested services at the indicated price.

Your payment shall be processed, and upon receipt of your booking request, an **Invoice** shall be issued specifying all booked services and their respective prices.

If the requested services are available but not at the displayed price, you will be offered the opportunity to purchase such services at the revised price, subject to your express confirmation.

5. Payment, Payment Methods and Booking Confirmation

The **Travel Services Agreement** shall be deemed concluded with the AZURE TRAVEL entity into whose bank account the payment is made, as follows:

- where payment is made to the bank accounts of **AZURE TRAVEL P.C.**, the Agreement shall be concluded with that company in **Greece**;
- where payment is made to the bank accounts of **AZURE TRAVEL SOLUTIONS S.R.L.**, the Agreement shall be concluded with that company in the **Republic of Moldova**.

Payment for Travel Services may be made by **bank transfer** or by **debit/credit card (Visa, MasterCard or Maestro)** using the payment details specified during the booking process (proforma invoice / invoice).

Payment may consist of either a deposit or the full amount due, in accordance with the applicable booking conditions. By making a booking, the Customer enters into a contractual relationship and assumes a binding obligation to pay AZURE TRAVEL and, where applicable, the relevant Travel Service Providers for the requested services.

The Customer understands and accepts that submitting a booking request may result in immediate commitments undertaken by AZURE TRAVEL towards the relevant Service Providers (including, without limitation, allocation of inventory, reservation of seats, or issuance of travel services), and that failure to fulfil the payment obligation may result in additional costs, penalties or cancellation of the booking in accordance with the applicable conditions.

Notwithstanding the foregoing, the Customer's right to receive the booked Travel Services and the final confirmation of the booking shall arise exclusively upon full payment of the Travel Services and the issuance of the official booking confirmation by the relevant contracting entity.

By making a booking with us, you acknowledge and agree that:

- all passenger/traveller information provided in the booking is true, accurate and complete (the names must exactly match those appearing in the relevant travel documents);
- you have read and accepted all provisions and conditions published on this website, including the terms and conditions of the relevant Service Providers;
- you have read and understood our Privacy Policy and undertake to communicate its contents to all persons included in the booking;
- at the time of booking, you are at least **18 years of age** and, together with all participants, satisfy any applicable age requirements relating to the booked services.

Confirmation of the Travel Services selected by you is conditional upon full payment of the total price, including all applicable taxes, fees and charges. A booking shall be deemed confirmed only upon delivery of the official booking confirmation (by e-mail and/or voucher) containing a valid booking reference number (the "**Booking Confirmation**").

Please review your Booking Confirmation carefully and notify us immediately of any inaccuracies or omissions. We will use reasonable efforts to correct any verified errors.

Processing of a booking request may take up to **72 hours**.

A booking shall be considered confirmed only after the Booking Confirmation has been issued. In exceptional circumstances, we may be unable to confirm a booking (for

example, due to lack of availability or a change in price). In such cases, our team will propose suitable alternative arrangements.

If no suitable alternative can be identified, we will contact you by telephone, e-mail or through your customer account in order to determine whether the booking request should proceed or be cancelled. Where the booking is cancelled, any amounts paid shall be refunded.

Please note that, in certain circumstances, the price of the requested Travel Services may be subject to change. Any price adjustment shall be communicated to you before the final confirmation of the booking, and the booking shall proceed only with your express acceptance.

Accessing the websites of Service Providers constitutes acceptance of their respective terms and conditions.

Accepted methods of payment are **bank transfer** and **debit/credit cards (Visa, MasterCard and Maestro)**. We do not charge any additional fee for card payments; however, your bank or card issuer may apply its own charges.

Acceptance of any payment is subject to security verification and fraud prevention procedures. We reserve the right to refuse or cancel a booking where payment is not authorised or does not successfully pass such verification procedures.

Unless otherwise expressly stated, all payments shall be processed in **Euro (EUR)**. Any other currencies displayed are for informational purposes only. Any bank charges or transaction fees shall be borne exclusively by the Customer.

6. Travel Insurance and Limitation of Liability

The Customer shall independently obtain and maintain a valid travel insurance policy covering, at a minimum, **emergency medical expenses, medical treatment, repatriation and other unforeseen costs arising from accidents, illness or force majeure events** occurring during the Customer's stay in the destination where the Company's Travel Services are provided, for the entire duration of the Travel Product.

The Customer acknowledges that they have been informed of the recommended insurance coverage requirements and accepts full responsibility for obtaining and maintaining an appropriate and valid travel insurance policy.

In the absence of valid travel insurance, the Company shall not be held liable for any losses, expenses, fines, medical costs, damages, compensation or any other costs incurred by the Customer during the trip that would otherwise have been covered by an insurance provider.

The Customer further acknowledges and agrees that the Company shall bear no liability whatsoever for any consequences arising from the absence of, or inadequate, insurance coverage, and expressly assumes all risks associated with such circumstances.

7. Special Requests

Please inform us of any special requirements relating to your booking at the time the booking is made. Although we will make every reasonable effort to accommodate reasonable requests, we cannot guarantee that such requests will be fulfilled. If we are able to confirm a specific request, this will be indicated in your booking confirmation (additional charges may apply). However, unless such requests are confirmed by us in writing, any failure to fulfil them shall not constitute a breach of this Agreement.

8. Disabilities and Medical Conditions

If you or any member of your travelling party has a medical condition or disability that may affect the travel services you have selected, you must provide us with full details before your booking is confirmed. Information regarding the feasibility of the travel arrangements or holiday will be provided only upon request. If we are unable to accommodate your requirements, we reserve the right to refuse or cancel your booking.

9. Price Changes

We reserve the right to adjust the prices of unsold offers at any time and to correct errors in confirmed prices. The price of your confirmed arrangements may vary due to changes in fuel costs, taxes, fees, or charges imposed by third parties. Any price adjustment shall be calculated based on the difference in costs resulting from such factors. If the price increase exceeds 8% of the total cost of the Agreement, you will be offered the options set out in Section 4.

10. Changes and Cancellations by You

If you wish to make any changes to or cancel your travel arrangements, you must notify us in writing as soon as possible. We will make reasonable efforts to arrange the requested changes; however, we cannot guarantee their availability.

If you cancel your booking, Cancellation Charges shall apply as set out below, except in cases of unavoidable and extraordinary circumstances as defined in Clause 11.

If you fail to make payment within the prescribed period, your booking will be cancelled, and the applicable Cancellation Charges pursuant to Section 10.1 shall apply.

10.1 Cancellation Charges Applicable to the Booking / Service / Travel Package

Cancellation Charges shall apply in accordance with the applicable Cancellation Policy and the provisions governing cancellation fees. Please carefully review the section entitled "**Cancellation Charges**" and the **Cancellation Policy**.

Cancellation Charges

Cancellation Charges shall be applied in accordance with the applicable Cancellation Policy. All cancellation deadlines shall be calculated according to the local time applicable to the services being provided.

We recommend that you carefully review the specific cancellation charges set out below.

Cancellation Policy and Cancellation Charges

Cancellation of travel services and/or package travel arrangements shall be subject to cancellation charges, the amount of which shall be determined according to the period of time remaining (local time) before the commencement of the services, as follows:

Cancellation 63 days or more before the commencement of the services:

- Total cost of flights, transportation, tickets, or any other non-refundable services;
- €26 cancellation processing fee per booking.

Cancellation 62–42 days before the commencement of the services:

- Total cost of flights, transportation, tickets, or any other non-refundable services;
- 30% of the cost of all other services;
- €26 cancellation processing fee.

Cancellation 41–22 days before the commencement of the services:

- Total cost of flights, transportation, tickets, or any other non-refundable services;
- 50% of the cost of all other services;
- €26 cancellation processing fee.

Cancellation less than 21 days before the commencement of the services:

- 100% of the total booking cost.

These charges apply to all bookings, except where otherwise specified in your personal account or in the booking documents.

Additional Charges: In the event of cancellation, additional fees may be imposed by suppliers or third parties. The Client shall also be responsible for any bank charges and transaction fees associated with the refund.

10.2 Non-Refundable Accommodation Rates

For non-refundable accommodation rates, cancellation shall result in a charge equal to 100% of the booking value, regardless of the date of cancellation.

10.3 Non-Refundable Tickets

For non-refundable tickets, a cancellation charge equal to 100% of the ticket cost shall apply, regardless of the date of cancellation.

10.4 Requested Changes and Applicable Fees

Where amendments can be accommodated, a processing fee of €26 per amended service shall apply, together with any additional costs imposed by the relevant suppliers.

No amendments shall be permitted less than 14 days prior to departure.

10.5 Types of Amendments Subject to Fees

- Changes relating to accommodation, room type, or meal plan;
- Changes of passenger name or personal details;
- Transfer modifications;
- Ticket amendments;
- Any other additional services.

10.6 Changes and Cancellations by the Company

We reserve the right to make minor changes. In the event of significant changes, you will be offered alternative arrangements or a refund. Compensation may be payable where applicable.

10.7 Changes After Departure

If we are unable to provide a significant part of the booked services after departure, we will offer suitable alternatives or price reductions. If such alternatives are not acceptable, compensation may be provided in accordance with applicable law and this Agreement.

10.8 Changes Made by Suppliers

We will notify you of any changes or cancellations made by the relevant service suppliers. You must respond within the timeframe specified in our notification. We shall not be liable for any amendments made at your request.

11. Inevitable Circumstances and Force Majeure

We shall not be liable and shall not provide compensation in cases of **force majeure or inevitable and extraordinary circumstances**, including, but not limited to: war, civil unrest, terrorism, governmental actions or restrictions, strikes, natural disasters, adverse weather conditions, and other events beyond our reasonable control.

Official travel warnings, advisories, or recommendations issued by the Ministry of Foreign Affairs or other competent authorities may be considered as relevant circumstances falling within this category.

12. Assistance

If you encounter any difficulties during your travel arrangements or while using the booked services, we will provide reasonable assistance through information, communication support, and, where possible, assistance in identifying alternative solutions.

You may contact us by sending a message directly through your Personal Account or by calling the contact numbers indicated on the official website **azure-travel.com**.

Where the need for assistance arises due to your own actions, omissions, negligence, or fault, we reserve the right to charge a reasonable assistance fee.

13. Complaints and Notifications of Non-Conformities

In the event of any issues, complaints, or non-conformities relating to the booked services, you must notify us immediately in order to allow us and/or the relevant service provider to investigate and, where possible, remedy the situation.

Failure to comply with this notification obligation may affect your ability to claim compensation or other remedies, where such failure prevents or limits our ability to resolve the issue.

14. Conduct and Behaviour

We reserve the right to terminate the agreement and/or discontinue the provision of services in cases of dangerous, unlawful, abusive, or inappropriate behaviour by the Client or any member of their travelling party.

In such circumstances, the communication and provision of assistance may be discontinued, and we shall not be liable for any additional expenses, losses, damages, or costs incurred as a consequence of such termination.

15. Our Obligations

Where we refer to a **“price reduction”** in these Terms, this means an appropriate reduction of the price paid by you for the affected services during any period in which a non-conformity existed, except where the non-conformity is attributable to your actions or omissions.

Where we refer to **“compensation”**, this means compensation for any damage or loss suffered by you as a direct result of a non-conformity, subject to the limitations, exclusions, and conditions set out in Section B of this clause and applicable mandatory legislation.

A. Obligations Depending on the Type of Booking

(i) Package Travel Bookings

Where we act as the **“organiser”** of a package travel arrangement under applicable legislation and regulations, we assume responsibility for the proper performance of the travel package and the travel services included therein.

In accordance with these Booking Terms and Conditions, if the package travel arrangement does not comply with the agreed terms, we shall take appropriate measures without undue delay to remedy any identified non-conformity.

Where the remedy is impossible or involves disproportionate costs, compensation or other remedies may be provided in accordance with Section B below and applicable law.

(ii) Other Types of Bookings

For all other types of bookings, we act as an **agent and/or intermediary** between you and independent third-party service providers.

We are required to exercise reasonable care and diligence in selecting service providers with appropriate qualifications, experience, and capacity to provide the services included in your booking.

Unless expressly stated otherwise, we do not assume responsibility for the actual performance, quality, or delivery of services provided by third-party suppliers, except where any loss or damage results directly from our own breach of contractual obligations.

As we carefully select our suppliers, we shall not be liable for incidents, losses, damages, injuries, or other events occurring during the provision of services by such suppliers, unless liability arises from our own acts or omissions.

Important Notice Regarding Complaints

For the proper assessment and resolution of any complaint, the Client must provide AZURE TRAVEL and/or the relevant Supplier with all relevant information, details, and reasonable supporting evidence regarding the alleged issue, enabling the matter to be investigated and, where possible, corrected.

It is essential that you notify us and the relevant supplier immediately of any alleged non-conformity and allow a reasonable period of time for corrective measures to be taken.

Our contact details are available on the official website:

azure-travel.com

B. Limitations and Exclusions of Liability

(i)

We shall not be liable and shall not provide price reductions or compensation for any non-conformity, injury, illness, death, loss, or damage arising from:

(a) The acts or omissions of the affected person(s), including the Client or members of their travelling party;

(b) The acts or omissions of third parties unrelated to the contractual arrangements between us and which could not reasonably have been foreseen or avoided;

(c) Inevitable and extraordinary circumstances or force majeure events as described in Section 11 above.

(ii)

We shall not be liable and shall not provide price reductions or compensation for:

(a) Services, excursions, activities, or travel arrangements that are not included in the confirmed booking agreement or are not offered or promoted by us, including excursions or services independently purchased by the Client from third parties;

(b) Losses, expenses, or additional costs arising from inaccurate, incomplete, or misleading information provided by you before confirmation of the booking agreement, or expenses relating to your personal decisions and arrangements.

(iii)

Any price reduction or compensation shall be assessed and calculated taking into account the following factors:

(a) Compliance with the applicable complaint notification and claim procedures;

(b) Any negligence, fault, or failure to perform obligations by us, our employees, representatives, or relevant suppliers, which has directly contributed to the loss or non-conformity experienced by you;

(c) Any amounts, refunds, compensation, or other benefits already received or payable from airlines, transport providers, hotels, insurers, or other responsible parties.

Note:

Any person receiving compensation or payment may be required, to the extent permitted by applicable law, to assign to us or our insurers any rights of recovery against responsible third parties and to provide reasonable assistance and cooperation necessary for exercising such rights.

16. Jurisdiction, Applicable Law and Dispute Resolution

This Agreement shall be governed by and construed in accordance with the applicable laws of the contractual entity with which the Client enters into the Agreement, as determined based on the bank account to which the payment for the services is made.

Where the Agreement is concluded with **AZURE TRAVEL P.C.**, it shall be governed by the laws of **Greece**, and any disputes arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the competent courts of **Thessaloniki, Greece**.

Where the Agreement is concluded with **AZURE TRAVEL SOLUTIONS S.R.L.**, it shall be governed by the laws of the **Republic of Moldova**, and any disputes arising out of or in connection with this Agreement shall be subject to the jurisdiction of the competent courts of the **Republic of Moldova, Chisinau**.

Amicable Settlement of Disputes

Before initiating any legal proceedings, the parties shall make reasonable efforts to resolve amicably any dispute, disagreement, or claim arising in connection with this Agreement.

The Client agrees to submit a prior written notification to the relevant contractual entity, providing details of the dispute, and the parties shall attempt to resolve the matter through direct negotiations or, where appropriate, through mediation procedures within a reasonable period of time.

Legal proceedings shall only be initiated if amicable negotiations or mediation do not result in a satisfactory resolution for the parties.

Payments and Anti-Chargeback Dispute Procedure

The Client agrees that, before initiating any payment dispute procedure (**chargeback**) through a bank, card issuer, or other financial institution, the Client shall first contact the relevant contractual entity directly in order to seek a resolution of the matter.

The parties agree that any request for refund, modification, cancellation, or other remedy relating to the booked services shall be reviewed and resolved in accordance with this Agreement and the applicable terms and conditions of the reserved services.

Initiating a chargeback procedure without first following the agreed dispute resolution process may result in delays in processing the claim and may require the contractual entity to submit all relevant supporting documentation to the financial institutions involved, including, but not limited to:

- booking confirmation;
- acceptance of contractual terms and conditions;
- payment confirmation;
- evidence of service availability and/or performance;
- correspondence exchanged with the Client regarding the matter.

17. Financial Protection and Insolvency Protection

AZURE TRAVEL P.C. – Greece

AZURE TRAVEL P.C. provides financial protection for applicable travel services, including flight tickets where applicable, through the financial guarantee mechanism required and deposited with the competent regulatory authority in accordance with Greek legislation.

In the event of insolvency of AZURE TRAVEL P.C., Clients may contact the **Greek National Tourism Organization (GNTO)** or the relevant competent authority regarding the applicable protection measures.

This financial protection may apply to certain travel services, including, where applicable, flights, accommodation, and other travel services included within protected arrangements, providing additional financial security for Clients.

Clients should verify the specific scope of coverage, applicable procedures, and the entities responsible for claims in exceptional circumstances.

Please note that not all travel services offered through AZURE TRAVEL are covered by the GNTO financial guarantee.

Where the Client has booked individual travel services outside a package travel arrangement organised by AZURE TRAVEL P.C., such services and payments may not be covered by the financial protection mechanism.

For further information regarding applicable financial protection, Clients are advised to contact AZURE TRAVEL directly.

AZURE TRAVEL SOLUTIONS S.R.L. – Republic of Moldova

For AZURE TRAVEL SOLUTIONS S.R.L., financial protection mechanisms relating to insolvency are not provided for under the applicable legislation currently in force in the Republic of Moldova, unless otherwise required by future legislative amendments.

18. Passport, Visa, Immigration and Health Requirements

It is the Client's responsibility to ensure compliance with all passport, visa, immigration, health, and other entry requirements applicable to their travel arrangements.

Although AZURE TRAVEL may provide general information and recommendations regarding such requirements, Clients must independently verify the specific requirements applicable to their personal circumstances with the relevant embassies, consulates, immigration authorities, or healthcare professionals where necessary.

Travel requirements may change periodically; therefore, Clients are responsible for ensuring that they remain informed of all applicable requirements well in advance of departure.

Many countries require passports to remain valid for at least six months beyond the intended date of return. If the Client's passport validity period is approaching expiry, the

Client should confirm the applicable requirements with the authorities of the destination country.

AZURE TRAVEL shall not be liable if the Client is unable to travel or suffers any loss, expense, cancellation, or additional cost due to failure to comply with passport, visa, immigration, health, vaccination, or other mandatory travel requirements.

By making a booking with AZURE TRAVEL, the Client agrees to indemnify and hold harmless AZURE TRAVEL against any penalties, costs, losses, or expenses incurred as a result of the Client's failure to comply with such requirements.

19. Information Regarding Your Flight

In accordance with **Regulation (EC) No 2111/2005**, we are required to provide you with detailed information regarding the list of air carriers that are subject to an operating ban within the European Union. The relevant list is available through the official sources of the competent authorities.

In accordance with applicable EU and Moldovan regulations, we are required to provide information regarding the operating air carrier(s) performing the flight(s) included in your itinerary at the time of booking or, where the operating carrier(s) are not yet known, information regarding the likely operating carrier(s).

If, at the time of booking, we are only able to provide information regarding the scheduled operating carrier(s), we will inform you of the actual operating carrier(s) as soon as this information becomes available. Any changes to the operating carrier will be communicated to you without undue delay.

At the time of booking, we may not always be able to confirm the exact aircraft type or final flight schedule. Any flight information displayed on our website or included in your booking confirmation documents is provided for information purposes only and may be subject to change.

You are responsible for checking your travel documents and flight details upon receipt, including the exact departure and arrival times. Flight schedules may be changed even after ticket issuance; therefore, we strongly recommend that you verify the latest flight information directly with the airline at least **24 hours before departure**.

You should also confirm the scheduled return flight details.

Changes to the operating carrier, flight schedule, or aircraft type shall not automatically entitle you to cancel or modify your booking without applicable cancellation or amendment charges, unless otherwise required by mandatory applicable legislation.

In the event of **denied boarding, flight cancellation, or significant delay**, the airline operating the flight is responsible for providing assistance, where applicable, including

meals, refreshments, accommodation, and transportation in accordance with applicable passenger rights legislation.

Any requests for assistance or compensation arising from airline obligations must be submitted directly to the airline concerned.

Any claim for compensation submitted against AZURE TRAVEL under **Regulation (EC) No 261/2004** shall be subject to your assignment or waiver of any corresponding rights of recovery against the airline, to the extent permitted by applicable law.

We also remind you that you must complete the check-in procedure in accordance with the airline's rules. In general, online check-in is available approximately **24 hours before the scheduled departure time**, although some airlines open check-in **48 hours before departure**.

20. Delays

AZURE TRAVEL shall not be liable for delays caused by **inevitable and extraordinary circumstances** or force majeure events as described in Section 11 of these Terms and Conditions.

A delay, interruption, or cancellation of a transport service does not automatically grant you the right to cancel or terminate other travel arrangements made in connection with such transportation, even where such arrangements depend on the delayed service.

However, you may have the right to submit a claim under the relevant section of your travel insurance policy relating to travel delays, where applicable.

21. Amendments to Booking Conditions, Price Adjustments and the Right to Refuse the Organisation of Travel Services and/or Package Travel Arrangements

AZURE TRAVEL reserves the right to update, amend, or supplement these Booking Conditions, as well as operational procedures applicable to the services provided through the AZURE-TRAVEL.com platform.

Any amendment shall apply only to bookings made after the publication of the updated version of these Booking Conditions.

For bookings already confirmed, the Booking Conditions accepted by you at the time of contract formation shall continue to apply, except where amendments are permitted by applicable law or become necessary due to external circumstances affecting the performance of the booked services.

Price Adjustment for Package Travel Arrangements

Where AZURE TRAVEL acts as the **organiser of a package travel arrangement**, we reserve the right to adjust the total price of the package after confirmation of the booking only in circumstances permitted by applicable legislation and where such possibility has been expressly provided for in the travel contract.

Any price adjustment may only result from direct changes affecting:

- the cost of passenger transportation arising from changes in fuel prices or other energy sources;
- the level of taxes, fees, charges, or other costs imposed by third parties, including airport taxes, tourist taxes, or mandatory governmental charges;
- exchange rate fluctuations applicable to the services included in the package.

Any price adjustment will be communicated to you clearly and transparently, together with the justification and calculation basis, in accordance with applicable legal requirements.

The increase of the total package price shall not exceed **8% of the total package price**, unless otherwise permitted by mandatory applicable legislation.

Where the proposed increase exceeds the 8% limit, you shall have the right either to accept the proposed amendment or to terminate the contract, exercising the rights provided under applicable law.

Where relevant cost reductions occur which lead to a decrease in the package price, AZURE TRAVEL shall apply the corresponding reduction where required by applicable legislation.

Refusal of Bookings

AZURE TRAVEL reserves the right to refuse a booking request or decline to organise a travel service and/or package travel arrangement in justified circumstances, including but not limited to:

- unavailability of the requested services;
- inability of suppliers to confirm the requested services;
- incomplete, inaccurate, or misleading information provided by the Client;
- failure to comply with payment obligations or applicable deadlines;
- legal, administrative, regulatory, or operational restrictions preventing the provision of the service.

Where a booking request is refused after payment has been made, AZURE TRAVEL shall inform the Client and process any applicable refund in accordance with the contractual terms and applicable legislation.

22. Personal Data Protection

By making a booking through the AZURE-TRAVEL.com platform, submitting a booking request via email, WhatsApp, or other official AZURE TRAVEL communication channels, the Client confirms that they have read and accepted these Booking Conditions and consents to the collection, use, and processing of their personal data in accordance with applicable data protection legislation, as well as the Privacy Policy and Cookie Policy available on the AZURE-TRAVEL.com platform.

Depending on the contractual entity with which the Client enters into the travel services agreement, personal data shall be processed by:

(a) AZURE TRAVEL P.C. – Greece

Where the contractual entity is **AZURE TRAVEL P.C.**, established in Greece, personal data processing shall be carried out in accordance with:

- **Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016** on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (**General Data Protection Regulation – GDPR**);
 - **Greek Law No. 4624/2019**, implementing measures for Regulation (EU) 2016/679 and providing additional provisions regarding personal data protection in Greece;
 - other applicable European and national legislation concerning data protection and information security.
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(b) AZURE TRAVEL SOLUTIONS S.R.L. – Republic of Moldova

Where the contractual entity is **AZURE TRAVEL SOLUTIONS S.R.L.**, established in the Republic of Moldova, personal data processing shall be carried out in accordance with:

- **Law No. 133 of 08 July 2011 of the Republic of Moldova on the Protection of Personal Data**;
- regulations and decisions issued by the **National Center for Personal Data Protection of the Republic of Moldova (CNPDCP)**;

- other applicable legislation regarding personal data protection and information security.

Where services are provided to individuals located within the European Economic Area or where the territorial scope of European data protection legislation applies, including GDPR, AZURE TRAVEL shall comply with the relevant provisions of **Regulation (EU) 2016/679**.

As an organiser of package travel arrangements, travel agent/intermediary, data controller, or processor (where applicable), AZURE TRAVEL processes Client personal data only for specific, lawful, and necessary purposes, including:

- processing, managing, and confirming bookings;
- issuing contractual documents, invoices, vouchers, and travel tickets;
- providing the requested travel services;
- communicating with the Client regarding bookings and purchased services;
- fulfilling contractual, tax, accounting, and legal obligations;
- preventing fraud, verifying payments, and ensuring transaction security;
- handling requests, complaints, claims, and disputes relating to booked services.

Providing the requested personal data is necessary for entering into and performing the travel services contract. Failure to provide such information may prevent AZURE TRAVEL from processing the booking or providing the requested services.

Personal data may be disclosed, where necessary and in accordance with applicable legislation, to:

- hotels, airlines, transport providers, transfer operators, and other suppliers involved in delivering travel services;
 - local partners and technical service providers supporting booking execution;
 - payment processors, financial institutions, and fraud prevention service providers;
 - public authorities or competent institutions where disclosure is required by law.
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AZURE TRAVEL implements appropriate technical and organisational measures to protect personal data against unauthorised access, loss, alteration, disclosure, or misuse, taking into account the nature of the processed data and the associated risks.

The Client benefits from the rights provided under applicable data protection legislation, including, where applicable:

- the right of access to personal data;
- the right to rectification of inaccurate data;
- the right to erasure of personal data, where legally applicable;
- the right to restriction of processing;
- the right to object to processing;
- the right to data portability, where applicable;
- the right to lodge a complaint with the competent data protection authority.

For detailed information regarding the collection, use, storage, and protection of personal data, Client rights, and the use of cookies and similar technologies, please consult the **Privacy Policy** and **Cookie Policy** available on the AZURE-TRAVEL.com platform.

23. Personal Account and Communication Channels

The **Personal Account** is a personalised section of the Company's website, accessible to the User after completing the registration and authentication process using a unique login (email address) and password.

The Personal Account is intended for managing bookings, receiving notifications, exchanging information with the Company, and performing other actions provided for under this Agreement.

The User undertakes to maintain the confidentiality of their Personal Account access credentials, including login details and password, and shall not disclose them to any third party.

The User shall bear full responsibility for all actions performed through their Personal Account.

The email address, telephone number, and/or WhatsApp number provided during registration or when submitting a booking request shall serve as official communication channels between the Company and the User.

The User is responsible for regularly checking these communication channels, as well as notifications available in the Personal Account.

Messages sent by the Company to the User's email address, telephone number, WhatsApp account, and/or posted in the Personal Account shall be deemed properly delivered and brought to the User's attention at the time of sending or publication, regardless of whether the User has actually accessed, reviewed, or read such information.

Failure to review information provided through these communication channels in a timely manner shall not release the User from their obligations under this Agreement and shall not constitute grounds for claiming that the information provided was inaccurate, incomplete, or not properly communicated.

The User undertakes to respond promptly to notifications relating to their bookings and communicated through the Personal Account, email, telephone number, and/or WhatsApp.

24. Booking-Related Documents

All documents relating to the User's bookings, including but not limited to:

- booking confirmations;
- invoices;
- vouchers;
- airline tickets and other travel documents;
- applicable rules and terms and conditions;

shall be made available for viewing and downloading through the Personal Account and/or sent via WhatsApp, where applicable.

The timestamp displayed during document download corresponds to the **UTC time zone**.

The User is solely responsible for reviewing and downloading such documents within the required timeframe.

The Company shall not be liable for any consequences arising from the User's failure to review, download, or comply with the rules and conditions contained in such documents.

The availability of documents in the Personal Account and/or through WhatsApp shall constitute sufficient notification to the User, regardless of whether such documents have been opened, read, or downloaded.

25. Important Information

Additional Beds

Prices for accommodation of three or four persons sharing one room are available upon request.

Hotels that do not charge additional fees for children generally expect children to share existing beds with accompanying adults.

Additional charges may apply for extra beds, which may result in limited available space within the accommodation unit.

Where a family package has been booked for two adults, it is possible that only the adults are charged for accommodation and provided with bed linen, while children stay free of charge and share existing beds with the accompanying adults.

Accommodation Classifications and Standards

Star ratings reflect the general quality level and standard of accommodation and are usually based on factors such as available facilities, quality of furnishings, dining options, and service standards.

However, star classification systems are not internationally standardised and may vary significantly between countries and even within the same country.

Furthermore, some destinations may not have an official accommodation classification system.

Therefore, any displayed star rating should be considered as a general reference only and not as a guarantee of a specific level of service or quality.

Where the service provider provides an official classification of the accommodation facility, we will endeavour to include this information in the accommodation description.

Please note that AZURE TRAVEL cannot guarantee the accuracy of accommodation ratings provided by suppliers. Such ratings are supplied by the relevant service providers and do not represent an independent assessment or personal evaluation made by AZURE TRAVEL.

Room Allocation

Your room will be allocated by the hotel upon check-in.

You are responsible for completing check-in and check-out procedures in accordance with the rules and policies of the relevant accommodation provider.

Please note that rooms listed together within the same booking do not guarantee that such rooms will be located next to each other or in close proximity.

Room allocation remains subject to availability and the operational decisions of the accommodation provider.

Airline and Bus Seating

Many airlines and transport operators allow passengers to reserve seats before departure, usually subject to an additional fee and depending on the fare conditions of the issued ticket.

Seat selection requests may be made through the airline's or transport operator's official website using the relevant link provided in the booking confirmation or electronic ticket.

However, seat reservations are not guaranteed and may be changed due to operational requirements, safety considerations, aircraft changes, or other circumstances determined by the airline or transport operator.

General Information Regarding Baggage

The free baggage allowance varies depending on the airline, transport operator, destination, and fare conditions.

For international long-haul flights, the standard allowance is often approximately:

- **20 kg for Economy Class;**
- **30 kg for Business Class;**
- **40 kg for First Class.**

For short-haul flights, checked baggage may not be included in the ticket price and may need to be purchased separately in advance according to the applicable airline or transport operator tariffs.

Additional charges shall apply where baggage exceeds the permitted allowance.

Baggage rules are reviewed regularly and may change.

Passengers are advised to verify the current baggage allowance, restrictions, and applicable fees with their travel consultant or directly with the airline before departure.

Website Accuracy

Please note that descriptions and information published on our website are generally updated several months before the scheduled departure date.

While we make reasonable efforts to ensure that the information provided is accurate and up to date, changes, inaccuracies, or omissions may occur due to circumstances beyond our reasonable control.

We recommend that you verify all relevant holiday details immediately before making a booking.

You should also review accommodation descriptions, facilities, and room types on the official website of the relevant hotel where available.

Changes or amendments may also affect tours, cruises, and independently arranged itineraries due to various factors outside our control.

Check-in and Check-out Times

Standard hotel check-in usually takes place between **14:00 and 16:00**, while check-out is generally between **10:00 and 12:00**.

Early check-in and late check-out are subject to availability and the discretion of the accommodation provider.

If early arrival or late departure is required, it is recommended that additional nights are reserved and paid for in advance where necessary.

Departure and Arrival Taxes

Departure and arrival airport taxes are generally paid in advance and included in the airline ticket price, depending on the departure airport and applicable regulations.

Some countries may impose additional departure or arrival taxes that are not included in the airline ticket price.

Passengers are advised to verify applicable taxes before booking and ensure that they have sufficient local funds available before departure.

Additional Hotel Services

Hotel services such as parking may be subject to additional charges and may not be included in the accommodation rate.

Local accommodation taxes or tourist taxes, where applicable, are usually payable directly at the hotel reception and may vary depending on the hotel category, official classification, and destination regulations.