

Dragon Drascombe Ltd.

Lugger Sailing in the Sun

Terms and Conditions

Booking confirmation

To confirm a booking the client is requested to provide a full residential address with names of the persons within the group. Upon receipt, Dragon Drascombe Ltd will forward a UK-registered invoice for the full itemised package payment, including:

1. The dates of the booking
2. The specified apartment or villa
3. The charter period of the Drascombe Lugger
4. The details of the private hire taxi transfer to and from the airport

This forms the basis of the contract.

The client will be requested to make a deposit payment in Sterling into the UK bank account of Dragon Drascombe Ltd (see below). When payment has been received then this contract/booking is made and confirmed.

If any of the details set out within the booking are incorrect then the client is advised to make this known as soon as possible to Dragon Drascombe Ltd by email to info@dragondrascombe.com

Deposit and final payment

A deposit is requested on initial booking of 50% of the total cost. The final payment becomes payable 10 weeks before the commencement of the holiday.

Payment will be made by bank transfer or cheque to Dragon Drascombe Ltd, at its UK account with Lloyds Bank Plc.

Account no. 62732660

Sort code 30 91 92

Cancellation of a booking

You have the right to cancel the booking within 7 days of making the booking and receive the full deposit back. A cancellation request must be made by email to info@dragondrascombe.com. If the cancellation is made later than this period, Dragon Drascombe Ltd will not be liable to refund your deposit.

If the cancellation is made less than 10 weeks prior to the date of commencement of the holiday then you will be liable for the full balance of the holiday. It is therefore imperative that you take out appropriate holiday travel insurance at the time of booking.

Additional cancellation terms apply for summer 2021, if the cancellation is due to any of the following reasons:

1. A **certified** COVID-19 illness with the booked party member or his or her partner
2. The airline booked by the client has cancelled the flight due to COVID-19
3. The Greek government has closed its border to holiday travellers.

The 50% deposit is fully refundable up to 30 March 2021, if the cancellation is due to the reasons listed above.

From 31 March 2021 until the time final payment is made, 10 weeks before commencement of the holiday, you can still cancel due to the reasons listed above and receive 70% of the deposit back.

Once final payment has been made, if you have to cancel for any of the reasons listed above, we offer reimbursement of 25% of the price paid to us for the holiday.

Cancellation for any other reason is **not** covered by these special terms and our standard cancellation terms will apply.

Please note that we are **not** a package holiday company and our provision is limited to accommodation, Luggage and local transport only. You must make your own travel arrangements to get to Greece.

Insurance

Dragon Drascombe **strongly** recommends that you take out your own holiday, travel and medical insurance. In Greece, should a medical emergency arise you will be required to pay for treatment at the time of use and claim it back from your medical insurance. The European Health Insurance Card (EHIC) is no longer valid for UK citizens.

Complaints and feedback

If you have issues whilst out on holiday then these must be communicated to the Director, Philip Osborne, either at the Dragon Drascombe Base, or by calling him on +44 7812 562579 as soon as these issues occur, so he has the opportunity to react and address these issues. If you feel these issues have not been addressed to your satisfaction then you are asked to make this complaint in writing to the Dragon Drascombe UK office, address below.



Philip Osborne, Director

Dragon Drascombe Ltd, UK Office Address

Unit 2, Bridge Street Industrial Estate
Tredegar
Wales
NP22 4LA

info@dragondrascombe.com

Companies House Registration No 10643868