

## Athens Tour Greece

This document includes hyperlinks to additional information on our website. For the most recent information, please visit our website: [www.athenstourgreece.com](http://www.athenstourgreece.com)

## Frequently asked questions for our tours

### 1. HOW CAN I FIND YOU AT THE ATHENS INTERNATIONAL AIRPORT ?

**MEETING INSTRUCTIONS:** After your landing, just follow the EXIT signs and walk outside the main gate, where your driver/guide will be waiting for you holding a sign with your name on it. It can be that there will be a lot of people waiting for their friends or relatives or even other transfer companies. Therefore, please do not go away from the main exit gate (inside the airport). Look carefully and you will see your driver/guide holding your nameplate.

### 2. HOW SHALL I MEET YOU AT PIRAEUS PORT – CRUISE TERMINAL ?

*A. Cruise terminal:* Piraeus has two cruise terminals, terminal A and terminal B. If your ship arrives at terminal A, disembark and walk outside the main gate, where our driver will be waiting for you holding a sign with your name on it. If you arrive at the new terminal B (known as Kanelos too), you will need to take the shuttle bus to terminal A (two minutes ride), where our driver will be waiting for you holding a sign with your name on it.

*B. Islands Terminal:* Please disembark and walk outside the main gate, where your driver/guide will be waiting for you holding a sign with your name on it.

If you have any problems please call us at 0030 698 6321287.

### 3. CHANGES IN ARRIVAL SCHEDULE:

If your aircraft or ship company makes an itinerary change or you lose your flight for any reason and you arrive into a scheduled flight on an alternate date, please do not assume that your trip has been cancelled. Your reservation will be scheduled for the new date. Please send a new e-mail to reconfirm the new date or a SMS text message to the above cell phone on time. Our times are in local Greek time. If you have questions about your time in airport or port, please direct your questions to your flight attendant or ship purser.

### 4. HOW CAN I MEET YOU AT OUR HOTEL?

Your driver or guide will ask the concierge or the receptionist and they will call you in your room. In this case we will meet you at the lobby of the hotel. If they cannot find you in your room, the concierge or the receptionist of your hotel will be informed that we will be outside the hotel front of our vehicle waiting for you. In big Hotels like Hilton, Intercontinental, Marriott, we will ask for you at the front doorman of the hotel. We will inform him where our driver will be waiting for you, in case you are not there. So please ask him.

### 5. What is the difference between a TOUR GUIDE and a DRIVER GUIDE?

Tour drivers will take you to archaeological sites or museums, and explain the main points of the history of the monuments. Drivers are not professional licensed tour guides, so cannot guide you inside. Read more: [tour driver vs tour guide](#)

#### 6. Can we share a tour?

Yes, by [adding your request on our Facebook page](#) in order to find other clients willing to share a tour with you. It may prove a great opportunity to make new friends and share the cost of the tour. Check here for other people willing to [share a private tour in Greece](#).

#### 7. Prices

Our prices are not per person. Our prices are per vehicle. This applies to private tours only.

#### 8. Will a taxi up to 4 people be comfortable, and how many luggage can we have with us ?

Taxis in Greece are licensed to carry 4 passengers. They will fit in a taxi, but 3 passengers will be more comfortable. You can take four pieces of luggage, about 25kg each or 45×55 cm, plus two handbags inside a taxi.

#### 9. I have lost my luggage. Will Athens Tour Greece collect it for me later?

All the airlines have handling agents. They will arrange for any luggage to be forwarded to your resort address.

#### 10. I have left something in the vehicle. How do I get it back?

Please contact us on the number provided on your e-mail or above. We will then arrange to have it returned to you. A charge may apply.

#### 11. Do you offer discounted rates for children or babies?

Athens Tour Greece charges the same rate for all occupied seats (It applies only to private tours).

#### 12. Can I have a receipt?

The Transport Voucher you received by email is your receipt, or you can have one upon service.

#### 13. How long is the journey to the resort?

We can inform you on your e-mail after your inquiry. These times may vary depending on the service booked, at peak times, or if road conditions are poor.

#### 14. Can we stop off at the supermarket or to pick up property keys en route?

Only by prior arrangement with us and only if you are traveling by Private Transfer. Subject to availability, additional surcharges may apply.

#### 15. Is the transfer direct or do we stop en route?

Private Transfers are direct to your hotel. Shared Transfers may be subject to brief stops to collect or drop-off other clients.

#### 16. Are tours direct or do we stop en route?

Private Tours are direct from the airport or port to your hotel. Shared private Tours are direct and door-to-door too.

17. Can you inform us for the Time table and entrance fees for the archaeological sites and museums in Greece ?

Yes. Please visit the following link for more information: [Time table and entrance fees for the archaeological sites and museums in Greece](#)

## Questions for vacation packages in Greece

- ARE THE HOLIDAY PACKAGES FOR INDIVIDUALS OR GROUPS?

Vacation packages are private and individual. You will not be traveling as part of a group, except on organized excursions and coach tours.

- CAN YOUR VACATION PACKAGES BE MODIFIED TO FIT OUR SCHEDULE AND PREFERENCES?

Our pre – planned vacation packages are flexible and can be modified to fit your requests and preferences. You can increase or decrease the number of nights in each package. Tell us what you want and we will do our best to adjust and customize the itinerary to your requests and send you our offer.

- HOW DO WE KNOW WHAT TIME WE WILL BE PICKED UP FOR A TOUR, CRUISE OR TRANSFER?

For the departures of your tours, cruises, transfers included in your package, you will receive an e-voucher with all information and instructions needed (pick up times and meetings with our rep) in 24 hours after booking and deposit payment.

- HOW DO I BOOK A VACATION PACKAGE IN GREECE?

A deposit of 25% is required to book a package. Bookings received less than 45 days prior to the arrival date must be accompanied by full payment.

- WHAT IS NEXT AFTER I HAVE SENT THE DEPOSIT?

Your Greece vacation rep will proceed to finalize all the necessary reservations and send you a detailed itinerary and the e-vouchers for all bookings. Hotel vouchers as well as ferry tickets will be handed to you on your arrival day by our rep.

- ARE FERRY TICKETS REFUNDABLE?

Ferry tickets are non-refundable after they have been issued.

## What is included in our private tours

- Pick-up service from your hotel in or near the center of Athens
- Pick-up service from your cruise terminal
- An English-speaking professional driver with a good knowledge of history and culture of Greece
- Toll road fees, fuel charges and all taxes

\* NOTE: Our drivers can inform you about sightseeings, archaeological sites and museums during the tour. However our drivers are not licensed tour guides so they can not guide you inside the archaeological sites & museums. This applies to all guides/drivers from any company in Greece. If you want a licensed guide to tour a site with you, you can hire one at an extra charge:

### Official Licensed Tour Guides – Prices Per Group

English Speaking	Price	Book	French, Italian, Spanish	Price	Book
<i>The Acropolis</i>	130€	<a href="#">Book</a>	<i>The Acropolis</i>	170€	<a href="#">Book</a>
<i>Acropolis museum</i>	130€	<a href="#">Book</a>	<i>Acropolis museum</i>	170€	<a href="#">Book</a>
<i>Delphi</i>	130€	<a href="#">Book</a>	<i>Delphi</i>	180€	<a href="#">Book</a>
<i>Corinth</i>	110€	<a href="#">Book</a>	<i>Corinth</i>	160€	<a href="#">Book</a>
<i>Mycenae</i>	120€	<a href="#">Book</a>	<i>Mycenae</i>	170€	<a href="#">Book</a>
<i>Corinth &amp; Mycenae</i>	180€	<a href="#">Book</a>	<i>Corinth &amp; Mycenae</i>	210€	<a href="#">Book</a>
<i>Corinth, Epidaurus &amp; Mycenae</i>	230€	<a href="#">Book</a>	<i>Corinth, Epidaurus &amp; Mycenae</i>	280€	<a href="#">Book</a>
<i>Half day Tours</i>	200€	<a href="#">Book</a>	<i>Half day Tours</i>	270€	<a href="#">Book</a>
<i>Full day Tours</i>	240€	<a href="#">Book</a>	<i>Full day Tours</i>	350€	<a href="#">Book</a>
<i>Multi Days Tour, Price Per Day</i>	250€	<a href="#">Book</a>	<i>Multi Days Tour, Price Per Day</i>	350€	<a href="#">Book</a>

**Additional charges on the above prices:** 40% on Sundays & 75% on Holly days & national days

## What is not included in our private tours

- All meals & drinks, unless mentioned otherwise in the tour description
- [Admission fees for the Archaeological sites and museums](#). Read more...
- Accommodation for private tours longer than 1 day
- Accommodation for the driver. However if you book one of our suggested hotels on AthensTourGreece.com, then no fee will be charged for the driver's accommodation (Special discount offered by our partner hotels)
- Licensed official tour guide. Check the [difference between a tour driver and a tour guide](#).

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#### Official Licensed Tour Guide Prices Per Group

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**\* Additional charges on the above prices:** 40% on Sundays & 75% and national holidays

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## Accommodation prices:

Prices for accommodation in a 4\* or 3\* Hotel (double room with breakfast) start from 27,5 € per person approx.

- [Athens Hotels](#)

- [Delphi Hotels](#)
- [Meteora Hotels](#)
- [Nafplion Hotels](#)
- [Olympia Hotels](#)
- [Paros Hotels](#)
- [Santorini Hotels](#)

## Differences between a tour guide and a driver

- Tour drivers (driver guides) can guide you until you enter an archaeological site or museum and explain its history in brief.
- Tour drivers are NOT professional licensed tour guides, so according to the Greek law, they cannot guide you inside any archaeological sites or museums.
- If you want a licensed guide for a certain museum or archaeological site in Greece, you can hire one on location, or Athens Tour Greece can arrange it for you.

Official Licensed Tour Guide Prices Per Group

English Speaking	Price	Book	French, Italian, Spanish	Price	Book
<i>The Acropolis</i>	130€	<a href="#">Book</a>	<i>The Acropolis</i>	170€	<a href="#">Book</a>
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<b>Additional charges on the above prices:</b> 40% on Sundays & 75% on holy days & national days					

## Terms & Conditions

### General

Please take time to read carefully the following terms and conditions for your own information and protection. It is your responsibility to ensure that you have read and understood the various terms associated with your contract before placing any bookings. By making a booking with Athens Tour Greece, you agree to be legally bound by these terms and conditions as they may be modified and posted on our web site from time to time.

Prices Inclusion: Transportation by sedan vehicle, taxi, minibus, or motor coach, guide service, Valid for the specific period, each tour is operated and overall for the period between April 1st of the running year to March 31st next year, regardless of when the tour is booked. All prices are subject to modification without previous notice.

Prices -for organized coach tours- quoted include entrance fees for visits of museums and archaeological sites (as specified in itineraries by motor coach) and taxes (seat numbers are not reserved).

- [Inclusion Private Tours](#)

Prices Exclusion: all personal expenses (laundry, telephone, etc.) cost of drinks, mineral waters, after meal coffee and tea, tips, visa costs, sightseeing and services other than those mentioned in our itineraries. If in doubt whether something is included in the price of the tour, please inquire.

Prices -for private tours- quoted do not include entrance fees for visits of museums and archaeological sites (as specified in itineraries by private tours) but include, board and lodging as follows, (seat numbers are not reserved).

- [Exclusion Private Tours](#)

CHILDREN DEDUCTIONS (it applies only to motor coach tours):

- On tours children under 4 years participate free of charge. Children 4 to 12 years pay half of the rate.
- On all air and sea tours and cruises, reductions adhere to the policies followed by the specific air carrier and / or cruise line used.
- Deductions are not cumulative, hence participants are permitted one deduction per tour.

Voucher issue

After payment, "Athens Tour Greece" will send a confirmation / voucher by e-mail or by fax: this voucher has to be printed, as a proof of purchase, and will be presented to the service provider.

All information regarding the travelers should be correctly given at the time of booking.

All requests for modifications/amendments must be sent by email. [Contact us](#)

"Athens Tour Greece" cannot be held responsible for any problem that may happen, if you don't receive or read carefully your confirmation / voucher.

Accommodation: In twin bedded rooms with bath or shower. Single rooms can be reserved, if available upon request and on payment of a supplement in € 00 for first class or tourist class hotel per night.

Children Fares: Children of 1 up to 4 years of age and not occupying a seat in the coach are carried free of charge and not entitled any facilities. From 4-12 years of age 50% reduction. (it concerns only motor coach tours).

Baggage: Rates quoted include handling 1 piece of luggage per person.

Duration:

- Private Tours Duration: half-day tours last approximately 4 1/2 hours, full day tours last approx. 8 1/2 hours depending on the traffic
- Mini Bus private tours & Coach tours: Half-day: 4 hours | Full-day: 8 hours

GUIDES on the various tours lecture in English, unless there is a previous arrangement to lecture in a different language.

SMOKING: Smoking is not permitted but all tours make frequent stops.

The company reserves the right to change the itineraries or routes if necessary.

Participation on all tours is also subject to any additional conditions applicable by the Carriers and Operators.

All prices quoted are based on tariffs current at the time of printing and are subject to increase without any previous notice consequent upon any increase in the basic tariffs and/or the imposition of any taxes.

Clothing: Entrance to Churches and Monasteries visited in our tours is allowed with proper outfit: long trousers for gentlemen, skirts for ladies. Some monasteries are stricter, while others are more flexible.

ITINERARIES: As specifically mentioned in each tour. In case of a force majeure and/or reasons beyond our control and events that occur after the tour departure, we reserve the right to modify routes and alter itineraries.

#### RESPONSIBILITY CLAUSE:

Athens Tour Greece act only as agents for the hotels, steamship companies, railroads, airlines, motor coach companies of owners and conductors providing accommodation, transportation or other services, and all coupons, exchange orders, receipts, contracts and tickets are issued subject to any and all tariffs, terms and other conditions under which any accommodation, transportation or any other services whatsoever are provided by any such coupons, exchange orders, receipts, contracts and tickets shall be deemed to be consent to the further conditions:

Athens Tour Greece, shall not be or become liable or responsible for any loss, injury or damage to person, property or otherwise in connection with any accommodation, transportation, or other services resulting directly or indirectly, from acts of God, danger, incident to the sea, fire breakdown in machinery or equipment, acts of Government or other authorities, de jure or de facto, wars, thither declared or not, strikes, riots, customs regulations, delays or cancellations, or change of itinerary of schedules, or from any cause beyond Athens Tour Greece, control, or for any loss or damage resulting from improper or insufficient, passports, visas or other documents, and that Athens Tour Greece., shall not be or become liable or responsible for any additional expense or liability sustained or incurred by the purchaser as a result of the foregoing causes.

Baggage is at owner's risk throughout the tour(s) , unless insured. Small articles, coats, wraps, cameras and other hand baggage are entirely under the care of the passenger, who is cautioned against the risk attached to these being left in conveyances.

Complaints in writing should be submitted within 21 days.

Clients wishing to join the tour at the departure point are requested to present themselves not later than 15 MINUTES BEFORE DEPARTURE TIME shown in this brochure. This is valid for all land tours and the one day cruise.

Owing to traffic regulations and difficulties, the motor coaches may not be able to provide door to door service especially in the rush hours.

## CANCELLATION POLICY:

Cancellation of Coach tours, Island Packages, Helicopter tours, One-day cruise & Alternative tours

For land tours a per person fee representing 30% of the value of the tour (but no less than ~ €30.00E) will be charged if written cancellation is received 30 days or less prior to departure. For air tours and cruises, in addition to the above mentioned fees passengers are liable for all cancellation fees charged by the specific airline / cruise line used. In all cases, tours canceled 72 hours prior to departure will incur full cancellation fees. Also for a non show full cancellation fees will apply. "Athens Tour Greece" reserves the right to cancel any tour at any time under the condition that fares paid will be returned to passengers that have paid said fares. In such

a case, every effort will be made to assist the passenger with alternative arrangements. ALL CANCELLATIONS MUST BE CONFIRMED BY "Athens Tour Greece".

#### Transfers Cancellations

You may cancel within 11 days prior to the arrival trip date and receive your money back. Trips may be canceled for any reason up to 11 days prior to the arrival trip date. At 10 days prior to the arrival trip date, there will be no refunds for any cancellation, except if the trip cannot be taken due to the fact that the cruise ship or aircraft does not make port or that if condition prevent the tour operator from operating the trip. Transfers and custom designed bookings will always have a €25.00 per person not-refundable penalty for cancellation made at any time after the booking has been confirmed and the credit card charged.

#### Private Tours Cancellations

1. If you cancel your reservation 21 or more days prior to the scheduled arrival date of the private tour, your entire payment will be refunded.
  2. If you cancel in less than 20 days prior to the scheduled arrival date of the private tour, the 50% of your down payment will be refunded.
  3. If you cancel eleven (11) days prior to the scheduled date of the private tour, 30% of your down payment will be refunded.
  4. Bookings of custom-planned tours, transfers, vacation packages, etc. will always have a €25.00 per person not-refundable penalty for cancellation made at any time after the booking has been confirmed and your credit card charged.
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#### Travel Insurance

We recommend that all passengers are adequately insured before travelling abroad. The latter is usually a prerequisite for most tour operators, who reserve the right to deny travel when proof of insurance cannot be provided.

#### Special Requirements

At the time of booking it is the customer's responsibility to advise us of any special requests such as child car seat or mobility requirements for transfers. Please note however, these cannot be guaranteed.

#### Children's Seats

The EU directive 2003/20/EC states that children must use an appropriate child seat until they reach the age of 12 years or until they reach a height of 135 cm. However for licensed taxis there is an exemption. If no child seat is available, children of 3 years of age or over may travel as long as they wear an adult seat belt. Children under 3 years of age may be transported without a seat belt or safety harness as long as they travel in the rear of the vehicle.

#### Wheelchairs

Any passengers travelling with a wheelchair must advise us at the time of booking, this is to ensure that the correct vehicle is available to meet your specific requirements. We will need to be informed if wheelchairs are folding, manual or include a battery and/or motor. This policy also applies to scooters.



## Customer Service

We hope your travel arrangements run as smoothly as possible and that you will enjoy your holiday. However, if you have a complaint while you are in the resort, you must first report it immediately to the local representative of the supplier. If the problem cannot be resolved on the spot you should make a written complaint to the supplier's representative in the resort and report the matter in writing to Athens Tour Greece within 14 days of returning to your country. Please note that you should allow 28 days so that all issues raised can be concluded and resolved.

If you incur any out of pocket expenses when in resort, you must obtain and keep any receipts detailing each cost. Failure to send in receipts as part of a complaint may waive your right to claim back any monies owed.

## Excess Luggage, Behavior & Liability

If you are carrying any excess luggage such as more than 1 bag per person, surf boards, golf clubs, bicycles, but not limited to, or other oversized items, you will need to inform us when booking to ensure we or our suppliers can provide the correct vehicle. Should you fail to notify us, you will be liable for any additional costs incurred. In any case if the above do not fit in the proposed vehicles will be an extra charge, which you will be informed and agreed.

Our suppliers reserve the right to terminate the transfer if you or your party's behaviour or conduct is disruptive towards the driver or other passengers. Neither us or the suppliers will accept any liability for any extra costs incurred. Passengers are forbidden to consume alcoholic drinks on any transfer. Any costs incurred by you or your party due to damages on a transfer must be paid by you or your party at your destination and us or the supplier will not be liable for these costs.

In case such as we are acting, only as a booking agent we have no liability for any of the transfer arrangements, and in particular no liability for any illness, personal injury, death or loss of any kind, unless caused by our negligence. Any claim for damages for injury, illness or death arising from your use of the transfer services, must be brought against the operator of the transfer services and will be under the jurisdiction of the law of the country in which the transfer is being provided.

## Data Protection Policy

We have taken every possible measure to ensure the confidentiality of your personal information. However, some of the details must be passed to the suppliers associated with your holiday, such as your tour operator, airline, hotel, transport company, insurance provider etc.

Information may also be provided to security or credit checking companies, public authorities such as customs/immigration, if asked by them according to the Greek law.

Please note that once your information is passed onto the suppliers associated with your holiday, the information becomes subject to their data protection policy.

## User Agreement Governing the use of the Athens Tour Greece Website

- When placing a booking you undertake to us that the details you have supplied are correct, including passenger names, dates and credit or debit card details.
- If there are changes to the details supplied, it will be your responsibility to contact us and request changes. Please use our contact page.
- Athens Tour Greece will put its' best endeavours to find and rectify any errors and omission as quickly as possible. However because of the sophisticated technology required, there may be times when obvious errors occur such as the price or some other detail displayed being incorrect. In this case Athens Tour Greece shall reserve the right to cancel that contract and the customer will not have any liability to this regard.

- Our booking platform may accept unrealistic bookings without objecting any further to the user's judgement and in this case we reserve the right to refuse any refunds in respect to those products purchased.
- Athens Tour Greece does not make any warranty that the website is free from infection by viruses or any other software that has contaminating or destructive properties.
- When a visitor chooses to pay offline then he/she undertakes that the product(s) selected may not be any longer available. Confirmation of order in this case is made when we receive full payment of the product(s) selected.
- Our Online Booking services, are provided on an \"as is\" basis and we do not make any representation or warranty, express or implied, as to the availability of any product(s) or other Holiday Arrangement.

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10563 Athens  
Greece

Tel: 6937 004 007, Fax: 2104516106

International Codes:  
From US : (01130)  
From Australia : (001130)  
From Europe : (+30)

\* Information last updated on September 2012

For the most recent information, please visit our website: [www.athenstourgreece.com](http://www.athenstourgreece.com)