

DEAR CUSTOMERS/PASSENGERS!

For safe transactions and timely familiarization with the legal terms of use of this website please read the below terms & conditions.

AIR TICKET BOOKING & PURCHASING TERMS AND CONDITIONS

How to book airline tickets

In order to book an airline ticket online, please choose the desired flights and dates on which you wish to travel in the corresponding table. For help in air ticket booking please click [here](#). When you complete the booking you will receive your booking reference number, which is necessary for checking your booking status and payment. For ticketing, in addition to complying with the terms and choosing a payment method (you can find them [here](#)), you will need to provide the following information (for receiving your ticket at one of the offices listed below or issuing an e-ticket):

A)

- fill in the corresponding field with your personal details as shown in your ID card (consult the employees of MOUZENIDIS TRAVEL and make sure that the desired flight is permitted with the ID card) or
- fill in the corresponding field with your personal details as shown in your passport. Please note that the data must be filled in accurately in Latin Capital letters as shown in your Identity card/your passport.

B) the name and phone number of the person who has made the reservation

CAUTION: The reservation with false personal data and fake travel documents is the sole responsibility of the User as the system is unable to verify the requested electronic information provided by the User! We recommend that you consult the employees of MOUZENIDIS TRAVEL, who are responsible for ticketing, for proper completion of your personal data and provision of valid travel documents to the relevant public authorities and services. In any case the late reporting of errors and deviations shall not entitle the booking/purchase cancellation.

Airline Ticket Booking and Cancellation Regulations

The airline ticket reservation can be considered confirmed and completed only after the final confirmation of the booking system of this website. The airline ticket is issued after the full payment of the airfare.

The Company MOUZENIDIS TRAVEL provides you with the opportunity to place your reservation on hold. The airline tickets booked in the online booking system of MOUZENIDIS TRAVEL are to be paid:

A) within 48 hours after the booking confirmation if the confirmation was received at least four calendar days before the booked travel date.

B) within 24 hours after the booking confirmation and in any case before the date and time of travel, if the journey is to take place in less than four calendar days or in less than 24 hours.

CAUTION: If you do not meet the indicated payment deadlines, your booking will be automatically canceled.

Infants aged 0-2 years are not charged an adult fare and don't have a seat on board, while children 2-12 years have a seat being charged an adult fare. If children are under 2 years old when they fly out, and over 2 years old when they fly back, then on return they will be charged an adult fare.

Issued air tickets are non-refundable.

It's possible to change flights with the following surcharges:

- Rerouting is permitted to a destination that concerns the same country, no later than 24 hours before departure, the change of date of departure for the rerouted flight is allowed within one week from the date of departure. The surcharge of € 40 and the fare difference, *which may arise*, are to be paid.
- The date of departure can be changed to an earlier date, not later than 24 hours before departure. Surcharge of € 40.
- The date of departure can be changed to a later date, not later than 3 days before departure. Surcharge of € 40.

The “specific seat service” is available with the following surcharges:

- 30 € - when booking seats in the 1st row
- 10 € - when booking remaining seats on board.

The above change & cancellation policy may be amended by the company. We recommend that you apply for this information to the company before travelling.

The airline reserves the right to amend the time and date of departure listed on tickets. For this reason, we recommend that you contact us to confirm the time of departure 24 hours before the time listed on the ticket.

The Passenger must arrive at the check-in point at the airport at least 2 hours before departure in order to complete all the necessary customs procedures.

To be able to travel abroad, the Passenger should have all the necessary valid travel documents, issued by the official authorities of the destination country, such as visas or residence permits, for entry, legal stay and residence in the specific country. For timely processing of all the necessary documents, please contact the competent authorities of the foreign country promptly and in any event before booking an air ticket.

In the event that the Passenger doesn't possess the necessary documents for the trip, it doesn't constitute grounds for a cancellation and refund of the airfare paid to the Company MOUZENIDIS TRAVEL . The same applies in the event that an employee of the company or any other person (authorized partner, third party, etc.) provides the traveler with the information about the required travel documents – **it's necessary to specify that the Company MOUZENIDIS TRAVEL doesn't bear responsibility for any such assistance and is exempt from any liability due to**

the fact that the provision of information about these documents is the obligation of the official authorities of the destination country (such as consular authorities).

The airline, which carries out the flight, or the Company MOUZENIDIS TRAVEL , in the event that it is authorized by the airline, reserves the right not to admit the Passenger for carriage without proper travel documents. The Passenger bears responsibility for the validity and accuracy of his documents.

If the passenger is late for his flight or not admitted for carriage, the ticket is not canceled and it's not possible to change the date of departure.

The Passenger is considered a latecomer if:

A) he hasn't checked-in for the flight until the completion of the check-in procedure.

The check-in closing time is regulated by the relevant airline.

B) he hasn't completed the boarding procedure until its completion.

The end of boarding procedure is regulated by the relevant airline.

The Passenger is solely responsible for not being admitted for carriage by the decision of the customs and migration services as a result of violations of customs and border procedures, travel and baggage rules, etc.

In the case of NO SHOW for a flight, the Company reserves the right to cancel your ticket for the next leg of the route or return flight.