Booking Terms & Conditions: Questions, Concerns, Answers - Corfubyu.com

- Can I book studios, hotels or Apartments directly through www.Corfubyu.com?
- Can I book flights through www.corfubyu.com?
- Do you provide accommodation descriptions?
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- Can I change or alter my booking?
- Can I cancel my holiday?

Can I book studios, hotels or Apartments directly through www.Corfubyu.com?

Yes! We do book for the studios, apartments and hotels that you see on the site. A booking can be made by going to our <u>bookings page</u> and filling out the contact form. In cases that we can not book for your desired accommodation, we will put you in direct contact with the establishment you desire.

## Can I book flights through www.corfubyu.com?

At this time, we are unable to book flights for our customers. It is a service we are working on for the future and will make it available as soon as we can. We do offer links and information on how to book cheap flights through 3rd party vendors, which are trusted business such as <u>www.easyjet.com</u> and <u>www.skyscanners.com</u>.

#### Do you provide accommodation descriptions?

Accommodation Descriptions: Corfu By U goes to great lengths to ensure that the descriptions of the accommodations that you see on our site are as accurate as possible. Furniture and fittings may vary from pictures as well as décor inside and/or outside due to recently made changes. Any major changes are reflected or outlined on our site.

There may, however, be occasions when an advertised property is either modified or not available. Such situations may arise due to local circumstances, necessity for maintenance, water shortages, unsuitable weather conditions, fuel shortages, power cuts and other circumstances beyond the control of Corfu By U and/or the property. We cannot be held liable in such circumstances. In this case we will consider your second Booking Terms & Conditions: Questions, Concerns, Answers - Corfubyu.com selection for accommodation if available.

What currency does www.corfubyu.com work in?

We work exclusively in euros. This does not mean you can not book in other currencies. If you book with a credit card through paypal, you will pay in pounds and then the paypal bank will convert your payment into euros. Bank exchange rates apply.

#### Can I change or alter my booking?

Reservation Alterations and Amendments: Once a deposit is paid and the booking has been confirmed, a charge may be made for any alterations to the booking by the client. For alterations to the number in the party, the difference to room charges will apply as well as a small administrative charge. For alterations to dates, a charge to compensate lost days will be applied if alterations are requested at least 4 weeks prior to arrival date. If alterations to dates are requested within 4 weeks of arrival date, circumstances will be considered and assessed at that time.

### Can I cancel my holiday?

If you cancel your holiday: To cancel the entire accommodation in total or any extras booked and paid for (example: taxi or boat for hire), you must either write, fax or email us. Cancelation takes affect on the day you contact us in one of the below mentioned ways. (Our contact information will/is stated on the booking confirmation email.) We cannot accept cancelations over the phone. If you have booked with an accommodation that has required of you to pay accommodation cost in full, please read our cancelation policy carefully. If you cancel after we confirm your booking, you must compensate us for losses, as we incur costs from the moment you make the booking. The closer your cancellation is to your arrival date, the less likely we are to recover these costs by re-booking the accommodations or holiday extras. The amount we can refund becomes less as your arrival date approaches, as shown below.

Cancellation of accommodations: loss of 20% deposit Balance refund conditions: If the accommodation balance has been paid in full and the accommodations are cancelled, the following refund of the balance will be given.

• More than 56 days prior to arrival date: a refund of 80%

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- 55-48 days prior to arrival date: a refund of 60%
- 47-40 days prior to arrival date: a refund of 40%
- 39-32 days prior to arrival date: a refund of 30%
- 31-24 days prior to arrival date: a refund of 20%

• 23-1 days prior to arrival date, or no show: NO REFUND WILL BE GIVEN

# **Terms And Conditions**

**A:** Corfu By U will provide accommodation based on the booking agreement. An enquiry or temporary reservation only becomes a valid booking when the deposit payment has been received.

**B:** Flights: Corfu By U does not book flights. However, we do provide search engines where you can find flights. Please do not finalize your flight booking until you have received confirmation of your accommodation booking.

**C:** Accommodation Descriptions: Corfu By U goes to great lengths to ensure that the descriptions of the accommodations that you see on our site are as accurate as possible. Furniture and fittings may vary from pictures as well as décor inside and/or outside due to recently made changes. Any major changes are reflected or outlined on our site.

**D:** There may, however, be occasions when an advertised property is either modified or not available. Such situations may arise due to local circumstances, necessity for maintenance, water shortages, unsuitable weather conditions, fuel shortages, power cuts and other circumstances beyond the control of Corfu By U and/or the property. We cannot be held liable in such circumstances. In this case we will consider your second selection for accommodation if available.

**E:** Resort Guides: The information contained on this site, aside from the information provided regarding the accommodations, may be subject to change. Corfu By U provides additional information in order to assist you with planning your holiday, but this information does not reflect our opinion regarding the specific businesses, and is not part of our agreement with you. Corfu By U cannot guarantee any of the services provided by businesses advertised on our site. We are confident enough to suggest them, however situations may develop that may not be ideal.

**F:** Buildings: Property owners select to join and advertise on our site as members. Corfu By U takes great pride in providing all necessary information so that you can make a decision based on facts regarding each property member. We want your holiday to be a pleasant experience in the hopes that you will visit us again, and

# G: All Corfu By U properties are priced in Euros.

H: If due to circumstances beyond Corfu By U's control, and only under extreme circumstances and where absolutely necessary, changes to accommodation arrangements may occur. We will do our best to provide you with comparable accommodation. If none are available, we will assist in finding other accommodations, and any additional costs/charges will have to be met by you.

I: Canceling your holiday: To cancel the entire accommodation in total or any extras booked and paid for (example: taxi or boat for hire), you must either write, fax or email us. Cancelation takes affect on the day you contact us in one of the above-mentioned ways (Our contact information is stated on the booking confirmation email). We cannot accept cancelations over the phone. If you have not booked through us and have booked directly with a property advertised on Corfu By U, you must contact them directly. If you have booked with a property that has required you to pay accommodation cost in full, please read our cancelation policy carefully. If you cancel after we confirm your booking, you must compensate us for losses, as we incur costs from the moment you make the booking. The closer your cancellation is to your arrival date, the less likely we are to recover these costs by re-

booking the accommodations or holiday extras. The amount we can refund becomes less as your arrival date approaches, as shown below. Cancellation of accommodations: loss of 20% deposit

Balance refund conditions: If the accommodation balance has been paid in full and the accommodations are cancelled, the following refund of the balance will be given.

• More than 56 days prior to arrival date: a refund of 80%

• 55-48 days prior to arrival date: a refund of 60%

• 47-40 days prior to arrival date: a refund of 40%

• 39-32 days prior to arrival date: a refund of 30%

• 31-24 days prior to arrival date: a refund of 20%

• 23-1 days prior to arrival date, or no show: NO REFUND WILL BE GIVEN

**J:** Reservation Alterations and Amendments: Once a deposit is paid and the booking has been confirmed, a charge may be made for any alterations to the booking by the client. For alterations to the number in the party, the difference to room charges will apply as well as a small administrative charge. For alterations to dates, a charge to compensate lost days will be applied if alterations are requested at least 4 weeks prior to arrival date. If alterations to dates are requested within 4 weeks of arrival date, circumstances will be considered and assessed at that time.

Booking Terms & Conditions: Questions, Concerns, Answers - Corfubyu.com <u>Terms & Conditions</u> – <u>Help</u> – <u>Site Map</u> Corfu Office Tele: 0030–6936604377 Office Hours: Mon – Sat 8am to 2pm and 5pm to 8pm (+2 GMT) E-Mail: <u>info@corfubyu.com</u>

