

## Terms & conditions

### Terms & conditions1. Service description

We act as an intermediate between hotels and users in order to provide our users with the possibility to search and book hotel accommodation online. Our service is based on information provided by hotels. Although we do our utmost best to ensure that all information provided on this website is accurate, we cannot guarantee that all information is comprehensive and error-free nor can we be held responsible for interruptions or non-delivery of information.2. Privacy

PLATANIAS.COM uses high ethical standards and respects your privacy. We will not give your personal information to third parties under any circumstances. Please have a look at our privacy policy for further information.3. Credit card guarantee

Hotels require credit card details in order to guarantee your reservation. Your credit card information will be sent directly to the reserved hotel. When you make a booking you will automatically enter into an agreement with the hotel you have chosen. We will not charge your credit card, as you will pay for your stay at the hotel.

Be assured that we take our responsibility regarding your credit card information very seriously. We use the industry standard "Secure Socket Layer (SSL)" technology to encrypt your credit card details. Therefore we can guarantee that every transaction made is 100% safe and we will reimburse the first 50 euro should your credit card be misused or abused due to PLATANIAS.COM. The credit card company is obliged to pay the remainder. 4. Free of charge

Our service is free of charge. Unlike many other parties, PLATANIAS.COM will not add any additional fees, like a reservation fee, to the room rate.5. Cancellation

Please follow the instructions in the confirmation email in case you need to cancel your stay. If you cancel according to the cancellation policy of the hotel, it will be free of charge. We recommend you read the cancellation policy of the hotel carefully. If you cancel later than requested by the hotel or do not show up, the hotel might charge you a fee which is in most cases an equivalent for 1 night stay. Note, PLATANIAS.COM will not charge you any cancellation fee whatsoever.6. Disclaimer

The PLATANIAS.COM website has been compiled with the greatest possible care. Our services are based on the information provided by the hotels; for this reason the hotels remain responsible for the correctness of this information. Hotels can alter the information about their hotel, such as prices and availability, at any moment. We can therefore not guarantee that all the information is accurate and faultless, nor can we be held responsible for errors or inaccuracies in the supplied information. You should always check the provided information, before acting on the basis of the supplied information.

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