***Ενημερωτικό σημείωμα (στην αγγλική γλώσσα) του τουριστικού γραφείου προς τους πελάτες του σχετικά με την παροχή voucher, αντί της άμεσης επιστροφής χρημάτων, για ταξίδια που ακυρώθηκαν λόγω της πανδημίας του Covid-19:***

Dear XX,

As you are aware, in Greece too the spread of the Covid-19 pandemic has affected all areas of our lives and of our daily routine, especially where tourism is concerned, thus preventing the smooth performance, among other things, of the travel packages that were planned for this period of time.

The country's tour operators and travel agencies are trying to respond as best they can to this unprecedented and very difficult situation, with the protection of their clients’ rights as a priority in their minds. However, it is not objectively possible for us at this time to proceed to immediate refunds of sums that we no longer have, as they have been forwarded to our suppliers for the organization of our trips.

As you may have been informed, the Greek government, faced with the unprecedented events and following similar initiatives in other EU countries, with the recent Act of Legislative Content (PNP) of the 13.04.2020 that it voted, allows the enterprises of the tourism sector to issue a voucher, instead of an immediate refund, for packages (or individual tourist services) that are being cancelled from 25.02.2020 to 30.09.2020.

The attached voucher corresponds to the amount that you have paid for the package ……………………………………….., from …… to ……, for which you have made a reservation, and is valid for eighteen (18) months from the date indicated on it.

During these 18 months, and when circumstances will allow it again, you can select another package with us, similar or corresponding to the one that could not take place now.

In the event that, at the expiry of the voucher, no other contract has been concluded between us for a new package, the relevant amount will be refunded to you.

We are really sorry for the inconvenience this arrangement, which is not pleasant for us either, may cause you.

We thank you cordially for your understanding and support and hope to be able to welcome you soon as a customer again and serve you as we truly wish.

Wishing you good health, we shall always be at your disposal for any additional clarifications that you may need.

Yours sincerely,

XXX