

Terms & Conditions

One Foot Forward – Walking Holidays & Experiences

1. Introduction

Welcome to **One Foot Forward**.

We specialize in walking holidays, outdoor experiences, and cultural activities across the Cyclades.

By confirming a booking with us, you acknowledge that you have read, understood, and accepted the following Terms & Conditions.

2. Booking & Payment

- A booking is considered **confirmed upon receipt of a deposit or full payment**, depending on the time of booking.
- The **remaining balance** must be settled no later than **30–45 days prior to arrival**, unless otherwise agreed.
- For bookings made within this period, **full payment is required at the time of confirmation**.
- Payments are preferably made via **bank transfer**. Credit card payments may incur additional transaction fees.
- Upon confirmation, you will receive a **Booking Confirmation** and a **Trip Voucher** with all relevant travel details.

3. Cancellation Policy

All cancellations must be made in writing (email).

Cancellation fees are calculated based on the date we receive your cancellation request.

For Multi-Day Trips & Walking Holidays

- **More than 30 days before arrival**
 - The **deposit is non-refundable**
 - No additional charges
- **29 to 15 days before arrival**
 - **30% of the total trip cost** is charged
- **14 to 7 days before arrival**
 - **50% of the total trip cost** is charged
- **Less than 7 days before arrival / No-show**
 - **100% of the total trip cost** is charged



Important Notes

- If you have already paid more than the applicable cancellation fee, the difference will be refunded.
- If you have paid less than the applicable fee, you will be required to **pay the remaining balance**.
- Some services (e.g. hotels, ferries, tailor-made arrangements) may have **stricter cancellation policies**, which will be clearly stated in your Booking Confirmation.

For Day Tours & Activities

- **Up to 7 days before the activity** → No cancellation fee
- **6 to 3 days before** → 50% cancellation fee
- **48 hours or less / No-show** → 100% cancellation fee

Exceptional Cases

In case of events beyond your control (e.g. serious illness, flight cancellations), we will always try to offer **flexible solutions**, but standard cancellation fees may still apply.

We strongly recommend **travel insurance** to cover such situations.

4. Changes & Flexibility

One Foot Forward reserves the right to **modify itineraries** when necessary due to:

- Weather conditions
- Safety reasons
- Local circumstances (e.g. ferry delays, strikes, closures)

In such cases, we will always aim to provide **suitable alternatives of equal quality** where possible.

5. Travel Insurance

We strongly recommend that all participants obtain **comprehensive travel insurance**, including:

- Medical expenses and repatriation
- Trip cancellation or interruption
- Personal injury
- Loss or damage of belongings

Participants travel at their own risk and are responsible for ensuring adequate coverage.

6. Health & Fitness

Our programs involve **physical activity** and require a reasonable level of fitness.

- Participants are responsible for ensuring they are medically and physically fit.
- Any **medical conditions, allergies, or mobility limitations** must be communicated in advance.
- We reserve the right to **decline participation** if a participant's condition may pose a risk to themselves or others.

7. Liability

While we take every reasonable measure to ensure safety, **One Foot Forward**:

- Is not liable for injuries, accidents, or loss of personal belongings
- Is not responsible for actions or omissions of third-party providers
- Cannot be held responsible for delays or disruptions beyond our control

Participation in all activities is undertaken **at the participant's own risk**.

8. Force Majeure

We are not liable for failure or delay in performance due to events beyond our control, including but not limited to:

- Natural disasters
- Extreme weather conditions
- War, strikes, or government restrictions
- Transport disruptions

In such cases, we will make reasonable efforts to adjust the program but cannot guarantee full execution.

9. Data Protection

Personal data is handled in accordance with applicable data protection laws.
For more information, please refer to our **Privacy Policy**.

10. Governing Law

These Terms & Conditions are governed by **Greek law**, and any disputes shall be subject to the jurisdiction of the **Greek courts**.

11. Activity-Specific Terms

11.1 Hiking & Walking Tours

Our walking holidays take place in **natural environments**, often on uneven terrain.

Participants acknowledge that:

- Trails may include **rocky paths, loose stones, steep ascents/descents, and exposed sections**
- Weather conditions (heat, wind, rain) may affect difficulty
- For **self-guided tours**, navigation is the participant's responsibility using maps and GPX files provided

Participants must:

- Wear **appropriate footwear and clothing**
- Carry sufficient **water and sun protection**
- Follow all safety instructions

Use of **trekking poles** is recommended.

11.2 Climbing Activities

Climbing activities are conducted with **certified instructors**.

- All necessary equipment (helmet, rope, climbing shoes, etc.) is provided
- Participants must **strictly follow the instructor's guidance at all times**
- A basic level of fitness is required

No prior experience is necessary unless otherwise stated.

Participation involves inherent risk and requires full compliance with safety procedures.

11.3 Sightseeing & Cultural Tours

Sightseeing tours may include:

- Walking in urban or semi-urban environments
- Visits to historical sites and villages

Participants should be aware of:

- Uneven surfaces (cobblestones, steps)
- Traffic and public areas

Schedules may vary depending on local conditions.

11.4 Marble Workshop

The marble workshop is a **hands-on activity** involving traditional techniques.

Participants acknowledge that:

- The activity is conducted **standing**
- Participants work with **hand tools** on marble
- **Dust is naturally produced** during the process
- Protective equipment (gloves and safety glasses) is provided

The activity is suitable for beginners, but may not be appropriate for individuals with **respiratory sensitivities or certain physical limitations**.

11.5 Cooking Classes & Food Tours

Food-related experiences include tasting and preparation of local products.

Participants must:

- Inform us in advance of any **food allergies or dietary restrictions**
- Understand that we cannot guarantee a completely allergen-free environment

Consumption of alcohol, where applicable, is at the participant's own responsibility.

11.6 Equipment & Personal Responsibility

Participants are responsible for:

- Bringing appropriate personal gear
- Following safety instructions
- Using provided equipment responsibly

Failure to comply with safety guidelines may result in exclusion from the activity without refund.

11.7 Accessibility

Not all activities are suitable for individuals with limited mobility.

Please contact us in advance to discuss any **special requirements**, and we will do our best to accommodate your needs.

11.8 Environmental Responsibility

We are committed to responsible travel.

Participants are expected to:

- Respect nature and local communities
- Stay on marked trails
- Avoid littering and minimize environmental impact

Final Statement

By confirming your booking, you acknowledge that you have read, understood, and accepted these Terms & Conditions.

If you have any questions, please contact us at

 info@onefootforward.gr