



## CORFUDIRECT eVOUCHERS and cancellations – terms and conditions

### 1. CLEAR LANGUAGE

Firstly, we believe in operating a plain language policy that clearly sets out the expectations and responsibilities of both parties entering into a sales contract with us. We have, therefore, written our terms and conditions for the provision of our services in as clear and unambiguous a way as possible, and have deliberately avoided the use of legal jargon. Where we think clarification is important, we have provided examples to illustrate what we mean.

If further clarification is required on any matters pertaining to our terms and conditions of business, please email any questions to [business\\_policy@corfudirect.com](mailto:business_policy@corfudirect.com).

### 2. CORUDIRECT eVOUCHERS – WHAT ARE THEY & WHAT PURPOSE DO THEY SERVE?

eVouchers are an innovative service extended to customers of CorfuDirect.com, essentially to serve 2 purposes. Firstly, they were created to help protect our customers' deposits in the event that a holiday they have booked through us has to be cancelled or curtailed. Secondly, they provide a way for our customers to spread the cost of paying for their holiday accommodation over a period of time; in a way determined by our customers and totally under their control.

#### WHY DID WE CREATE eVOUCHERS?

Times change and business adapt to meet those changing times. CorfuDirect commenced trading in the middle of the world's biggest global financial crisis. During times of financial pressure, we recognized that being able to confidently book a holiday is a very important factor in providing a well-earned escape from the stresses and strains of working life. The problem with all recessions, though, is not just the financial hardship caused but also the uncertainty that accompanies it. We decided to set our minds towards developing a way that could remove some of the uncertainty and assist our customers to plan their summer holidays with more confidence. The end result was a product that we decided to call the eVoucher.

Electronic, or 'e' vouchers, are nothing new in the world e-commerce; many online trading sites use them for such things as product promotions etc. We also utilize them for promotional purposes. The difference is that we decided to take eVouchers one step further and offer them as a means to save and spread the cost your holiday, in a safe and secure way. Plus, we also decided to use eVouchers as a way to ensure that our customers are compensated in situations where they might otherwise lose their deposits.

For information on how eVouchers are used to protect deposits, please click and download our explanatory document:  
[http://www.corfudirect.eu/booking\\_policy.pdf](http://www.corfudirect.eu/booking_policy.pdf)

### 3. HOW OUR eVOUCHER ACCOUNT SYSTEM WORKS

Every customer booking with CorfuDirect is automatically issued with a unique eVoucher account code. This code identifies the individual customers and creates an account reference that can be used in a number of different ways. The primary reason for developing the eVouchers concept was to create an easy and secure way to enable CorfuDirect.com customers to spread the cost of paying for their holiday accommodation, and related services, over an extended period of time.

In all cases there is a requirement for full payment to be made a minimum of 6-weeks before travel, but many customers may benefit from an option enabling them to pay regular amount towards their holiday, rather than paying a deposit and then having to find a lump sum, close to the date of travel. Providing a flexible, safe and secure method of spreading the cost of a holiday means that paying for your important summer break can become part of your family budget, rather than a one-off cost, sometimes needing to be subsidized by a bank loan or credit card borrowing.

Our eVoucher scheme enables regular, or irregular sums of money to be paid into a holiday savings account, as and when convenient with customers. In reality it could result in much less financial stress than having to find a single lump sum, with the cost of a holiday being able to be spread, for instance in the case of 2012 holidays, over period of up of a year.

Although every customer of Corfudirect.com is issued with an eVoucher code, the use of it is totally optional.

#### Q: WHAT IF I HAVE TO CANCEL MY HOLIDAY – CAN I GET MY MONEY BACK?

**A:** In the unfortunate case that you have to cancel your holiday more than six weeks before you are due to travel, then you would be entitled to a full refund of all monies paid into your eVoucher account. If you cancel with less than six weeks before you travel and have paid in full for your holiday, our terms and conditions of booking mean that you would not be entitled to any refund. However, we would hope that you would have covered this eventuality under a separate travel insurance policy, and therefore be able to get a refund from you your policy.

#### 4. CANCELLATIONS POLICY (DEPOSITS)

(i) On completing your booking through our online system, if, within 1 week, you need to cancel your booking - for any reason - your deposit will be refunded in full. (ii) If you cancel your booking after 1 week, but before 1 calendar month has elapsed, you will forfeit 50% of your deposit. (iii) If you cancel your booking after 1 calendar month has elapsed from the date of your booking, your entire deposit will be forfeit. However, any lost deposit will be available to you in another form.

#### HOW WILL YOU GET YOUR MONEY BACK?

If you cancel your booking, according to our above stated policy, we will ask for details of a bank account into which to deposit your refund. Monies will be paid via BACS transfer to the designated bank account, which must, for security reasons be in the same name as the person who made the original booking. Alternatively, a refund will be made via PayPal transfer, in which case, for security reasons, it must be returned to the holder of the email account originally provided in the booking.

#### 5(i). CANCELLATIONS (eVOUCHER REFUND POLICY)

If you cancel in circumstances 4(ii) or 4(iii), although we do not provide a full cash refund, we still wish to keep you as a happy customer. Therefore, whatever amount we do not refund to you in cash we will provide in the form of an eVoucher that may be used within a period of 18 months and will act as a discount against a future booking with CorfuDirect.

#### 5(ii). CANCELLATIONS

If you cancel in circumstances your booking following payment of your final balance (i.e. six weeks before you are due to travel), you will not be entitled to any refund, unless we are able to re-book your accommodation with another client. In this case you will be entitled to up to 50% of your final balance paid. If we are unable to re-sell your booked accommodation slot to another customer, the whole balance paid as your final booking fee will be forfeit, although your full deposit will be protected for future use, held in the form of an eVoucher which will be valid for a period of 18 months from its date of issue. Once again, we urge all of our clients to invest in a travel insurance policy that would cover losses in event that you need to cancel your trip.

PLEASE NOTE: All transactions on CorfuDirect.com are conducted in Euros, therefore any refund, either in kind or in cash, will be made in Euros. Amounts refunded may therefore vary, upwards or downwards in value against the amount originally paid in Sterling, according to the prevailing rate of currency exchange against the Euro at the time of the refund transaction. Please also note that CorfuDirect.com will refund the full amount in Euros of your refund entitlement, but this may, or may not, be subject to exchange commission by your bank or building society, according to your trading agreement with them.

