

Booking Terms and Conditions

Your contract with Ionian Weddings Limited (Company No.:06137035). Our registered address is 7/8, Waltham House, 5-7 St Mary's Terrace, Guildford, Surrey. GU1 3TZ.

For the purpose of these booking conditions, references to "you" and "your" are references to the Wedding Couple only and references to "we", "our" and "us" are references to Ionian Weddings Limited.

1. CONTRACT

Please read these booking conditions carefully as they, together with the useful information and the specific information about your confirmed wedding arrangements, form the basis of your contract with us. Your contract with us will be binding **and you may incur additional charges if you wish to amend or cancel your booking once our email booking confirmation is issued.**

2. CONTRACTING PARTIES

We will only enter into a contract with the wedding couple (the "Wedding Couple") and cannot accept any bookings made on their behalf or instructions by any other third party (this includes, but is not limited to, parents and/or other family members and friends). When you make a booking with us, you guarantee that you have the authority required in clause 5.

3. PRICE

Our advertised prices and the prices provided to you at the time of booking (your 'Wedding Proposal') are our best estimate of the cost of your wedding based upon the information available to us at that time. The price will be confirmed to you in GBP Sterling and can only be paid for in GBP Sterling.

The final price of your wedding cannot be confirmed until our suppliers have set their rates for the year in which your wedding takes place, which in some cases, may not be until the year of your wedding.

Whilst we will do our very best to inform you of the final price as soon as possible, this means that you may not receive final confirmation of the price of your wedding until 3 months before your wedding day.

The final price of your wedding will be confirmed by us at the point that we issue your final invoice.

For the avoidance of doubt, our advertised prices and the prices provided to you at the time of booking (your 'Wedding Proposal') are approximate only and we fully reserve the right to increase any of our wedding prices for any reason up to the date of confirmation of the final price which will be given at the point that we issue your final invoice.

We do all we can to ensure that our advertised prices are correct when entered on to our systems however in rare cases errors may incur. **We regret that any contract entered into on the basis of an erroneous price will be void. In the unlikely event that this arises, we will give you the option to either pay the correct price or cancel with a full refund.**

All monies paid to your Travel Agent are held by them on our behalf at all times.

Changes to the price of your wedding following receipt of final confirmation of price

It is unlikely that the price of your wedding arrangements will change after confirmation of the final price which will be given at the time that we issue the final invoice. However, although very rare, this may be necessary where changes in local taxes or fees for any wedding arrangements are invoked by our suppliers, which we have no control over or where exchange rates mean that the price of your wedding arrangements may change after you book. In the unlikely event of a change in price for this reason, and where this means that you have to pay an increase of more than 10% of the total confirmed price of your wedding arrangements, we will advise you as soon as possible and provide you with the option of cancelling and receiving a full refund of all monies paid, less any administration fee, which will be calculated based on the amount that we will be able to recoup by redeploying the services you have booked as part of your wedding. We will not change the price of your wedding within 90 days of your wedding.

Please note, that in some circumstances, our contractual arrangements with our suppliers will mean that a particular service/deposit or any advance payments made are non-refundable. This will be the case with most of our wedding venues. If this is the case, you will be advised prior to booking. Alternatively, you may continue with the arrangements and pay the difference in price.

4. MAKING A BOOKING AND PAYMENT

Making a Booking

Your booking with us is confirmed and a contract between us exists when we issue our confirmation email. However, please note that the final price for your wedding arrangements will not be confirmed until we issue the final invoice.

Please check your booking confirmation carefully and report any incorrect or incomplete information to us immediately. It is important that you ensure that names are exactly as stated in the relevant passport as this may affect the legality of your marriage.

Please note: our wedding proposals pricing is based on a complete set of services provided to you and as such no price reduction can be made in the event that you opt to remove any of the services included. Please refer to Clause 10 for further information.

Deposit

When you have chosen your wedding arrangements and you make a request to us to book it, you will be asked to pay a deposit which will be non-refundable. Once we have received your deposit, we will issue a booking confirmation by email.

The level of deposit payable will vary depending on the wedding arrangements you book. You will be advised of the level of deposit that is payable prior to confirming your booking. Please note that if your wedding arrangements are booked less than 90 days before the wedding date, you may be asked to pay the full balance when booking.

Please note that, although rare, very occasionally, our suppliers may request an additional deposit, advance payment or staged payments before the final balance is payable, which you will be responsible for paying. Whilst we will use all reasonable endeavours to provide you with a payment schedule at the point that your booking is confirmed, we will not always know prior to booking whether or not our suppliers are likely to request an additional deposit, advance payment or staged payment, therefore we regret that this may not always be possible.

If after the booking is confirmed, you wish to add any extras to your wedding or upgrade any

services that form part of your wedding arrangements, you may be charged an additional deposit.

Payment of the Balance

The balance of the cost of your wedding arrangements is due 90 days before the wedding date. If payment is not received in time we will remind you that it is overdue. **Unfortunately, we cannot guarantee your wedding arrangements if payment is not made on time. If you fail to pay within 7 days of receipt of the reminder that payment is overdue we reserve the right to cancel your booking and retain any deposit(s) paid.**

A surcharge of 2.75% will be applied if your payment card is provided by a non-UK service provider.

Deposits payable in Resort

Some of the venues may require a holding deposit to be taken on arrival in resort in case of any damage to property or non-payment of items during your stay. It is your responsibility to make enquiries with the venue so that you are clear about whether you will have to pay this or not.

5. YOUR RESPONSIBILITY FOR YOUR BOOKING

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your entire party the terms of these booking conditions. This means that you are responsible for making all payments due, notifying us of any changes or cancellations that are required and for receiving the booking confirmation and keeping your party informed of any communications from us.

Unfortunately we are not able to accept any bookings for wedding arrangements where you are under the age of 18.

6. INSURANCE

It is your responsibility to ensure that you/your wedding arrangements are adequately insured. We strongly recommend that you take out insurance, which should include cover against the cost of cancellation by you and assistance (including repatriation) in the event of accident or illness. For further information about travel insurance, please check our website.

7. IF YOU WANT TO CHANGE YOUR BOOKING

After our booking confirmation email has been issued, any requests for changes must be sent to us in writing, by email or post, by you or your travel agent on your behalf. We will do our best to make these changes but cannot guarantee that we will be able to accommodate your request. You will be asked to pay an administration fee plus any additional charge made by the relevant supplier. Full details of the applicable administration fees are indicated below. Please note that any additional charges made by the relevant supplier are likely to be higher the closer you get to your wedding date, so please ensure that you contact us as soon as you can if you know you will have to make a change.

If you change the number in your party, the price of your wedding arrangements will be re-calculated and you may be asked to pay an additional deposit

If the party size is reduced within three months of the date of your wedding, you will not receive a refund or credit in any circumstances and this will not mean that the price of your wedding arrangements will decrease.

As stated in clause 3, for the avoidance of doubt, if after the booking is confirmed, you wish to add any extras to your wedding arrangements or upgrade any services that form part of your wedding arrangements, you may be charged an additional deposit.

Administration fees:

- Change of name after deposit paid: £50
- Change of date after deposit paid: £350 (plus any fee levied by venue/supplier)
- Change of venue after deposit paid: £350 (plus any fee levied by venue/supplier)
- Adding guests, items or services to wedding package after final payment has been made: £50 administration fee per guest, item or service (plus any additional costs associated with adding a guest to your wedding arrangements)
- Late delivery of documents: £250 if less than two months before date of wedding plus any extra fees charged by third parties involved in processing the documents
- Amendment of documents (see clause 15): £100

Please note that if you change your wedding to another destination, you will need to cancel your initial booking with loss of all deposits paid. We will then require a new deposit for the new venues booked.

8. IF YOU WANT TO CANCEL YOUR BOOKING

If you wish to cancel your booking, you or your travel agent must put this in writing to us, by email or post quoting your booking reference number.

Unfortunately, as we incur costs in cancelling confirmed bookings, particularly if cancellations occur close to the wedding date, you will be charged a cancellation fee.

Cancellation fees:

Date notice of cancellation received* prior to wedding date	Cancellation Fee
3 months or more	All deposits and non-refundable advance payments paid to date of notice of cancellation**
Less than 3 months	Full price of all confirmed wedding arrangements

*Please note that any cancellation received out of business hours (between 09:00 to 17:30 GMT) will be treated as having been received on the next business day.

** Please note that in some circumstances, even where notice of cancellation is given more than 3 months prior to the wedding date, our contractual arrangements with our suppliers may mean that you are charged for the full cost of your wedding arrangements. If this is the case, you will be advised of this prior to booking.

9. IF WE CHANGE OR CANCEL YOUR BOOKING

It is unlikely that we will have to make any changes to your wedding arrangements. However, as your arrangements are usually planned months in advance, on occasion we may be forced to make changes and we reserve the right to change or cancel your booking at any time if necessary.

Most changes will be minor but we will advise you (or your travel agent) as soon as possible after we are made aware of any changes that need to be made to your wedding arrangements. If we make a change and you don't want to accept it, you can accept any alternative wedding arrangements we are able to offer you or a refund of the money you've paid to us **less any non-refundable deposit(s)/advance payments made, including the deposit paid in respect of our services and those deposits/advance payments paid to our suppliers that we have advised you of prior to the date of cancellation.**

If we have to cancel your wedding arrangements, we may be able to offer you an alternative. If you accept it, you will be responsible for paying any difference in price. If the alternative is less expensive, you will receive a refund of the difference in price.

Should the weather be unsuitable for an outdoor reception, the venue reserves the right in this instance (subject to availability) to move you to an alternative venue. Whilst we will try our best to make sure that your wedding day goes ahead as planned, the weather may mean that we are forced to make changes to your wedding and/or reception venue at the last minute. You assume full responsibility should you choose not to accept any such changes or alternative venue and we will not be liable for any compensation due to loss of enjoyment.

As many of the venues that we use are refurbished over the winter period, it is sometimes possible that any refurbishments/building works will not be completed by your wedding date. Whilst we will use all reasonable endeavours to ensure that the venue is ready on time, this is something that is outside of our control. It is therefore possible that we may be forced to make changes to your wedding and/or wedding reception at the last minute.

In addition to the above, the terms and conditions laid down by the suppliers of the venues we use are outside of our control. We will therefore not be liable to you for any sums whatsoever that you may claim as a result of us having to make changes to your wedding arrangements due to the venue changing their terms and conditions, or to the extent that the venue becomes unsuitable for the size of your wedding party.

For the avoidance of doubt, we will not be liable to you for any sums whatsoever that you may claim as a result of us having to make changes to your wedding arrangements for any reason that is outside of our control, including but not limited to the reasons set out above.

NOTE: IF A CHANGE OR CANCELLATION OCCURS BECAUSE OF CIRCUMSTANCES BEYOND OUR CONTROL, FOR EXAMPLE, BUT NOT LIMITED TO, WAR, RIOT, INDUSTRIAL DISPUTE, ACTUAL OR THREATENED TERRORIST ACTIVITY AND ITS CONSEQUENCES, NATURAL OR NUCLEAR DISASTER, FIRE, ADVERSE WEATHER CONDITIONS, FLOOD, EPIDEMIC OR PANDEMIC ILLNESS AND ALL SIMILAR SITUATIONS WE WILL HAVE NO LIABILITY TO YOU FOR ANY LOSSES SUFFERED BY YOU OR ANY PERSON WITHIN YOUR WEDDING PARTY, WHETHER DIRECT OR INDIRECT, INCLUDING BUT NOT LIMITED TO THE COSTS OF TRANSPORTATION AND ACCOMMODATION AND THE COST OF SECURING ALTERNATIVE WEDDING ARRANGEMENTS.

PLEASE NOTE THAT WE WILL NOT BE LIABLE FOR ANY ADDITIONAL LOSSES (WHETHER DIRECT OR INDIRECT) THAT YOU OR ANY OF YOUR GUESTS MAY SUFFER AS A RESULT OF A CHANGE OR CANCELLATION BY US. FOR THE AVOIDANCE OF DOUBT, OUR LIABILITY TO YOU IS LIMITED PER CLAUSE 9 BELOW.

Any amendment or cancellation fees you incur in terms of other arrangements you have made with other providers under separate contracts are not claimable from us. Pursuant to Clause 5 above, we strongly recommend that you take out insurance to cover your wedding arrangements

or alternative insurance arrangements commensurate with the wedding arrangements made.

10. OUR RESPONSIBILITY FOR YOUR BOOKING

Our liability to you

We use all reasonable care and skill in selecting the suppliers who provide your wedding arrangements. However, for the avoidance of doubt, we act as agent only for the suppliers and we accept no liability to you for the actual provision of the wedding arrangements. Therefore, provided that we have selected the supplier with reasonable care and skill, we will have no liability to you for anything that occurs pre or post your wedding or any acts or omissions of the wedding supplier or others.

For the avoidance of any doubt, and without prejudice to the generality of the above, we will have no liability to you in the following situations:

- where the wedding arrangements cannot be provided as booked due to circumstances beyond our control, including but not limited to:
 - the circumstances set out in clause 8 above;
 - where, in cases of injury or illness caused through no fault of our own, and/or our suppliers and your wedding arrangements must be rearranged as a result;
 - where local weather conditions and/or excessive heat may affect the services/goods provided including, but not limited to, flowers and catering services;
 - for supplier failures including, but not limited to, a loss of the premises' licence and/or the closure of a venue;
- where you incur any loss or damage that could not have been foreseen at the time of your booking, based on the information provided by you;
- where you incur any loss or damage that relates to any business activity;
- where any loss or damage relates to any services which do not form part of our contract with you.
- where you have lost, forgotten or left behind any items, clothing, bouquets, displays, decorations, or items brought to the wedding venue from an external supplier, in person or by a wedding guest. Should any item(s) be left behind after you have vacated the area in the wedding venue, it is the responsibility of yourself or party member to remove any item(s) which you arranged and provided. Ionian weddings are also not responsible for personal belongings. Please ensure a responsible person is delegated to ensure the venue is checked prior to leaving.

If, despite the above, we are found liable to you on any basis, we limit the amount of our liability to a maximum amount of three times the cost of your wedding arrangements. This limit does not apply to cases involving death or injury.

Booking Direct with Local Suppliers

We strive to offer you the most competitive prices for the included and extra services we offer. Our prices are based on our longstanding relationships with our trusted, reliable suppliers which may mean that from time to time you are able to find a local supplier offering a similar service offered at a cheaper price. Whilst you may wish to book directly with a supplier, please note that **we are unable to co-ordinate this service as part of your wedding arrangements and can accept no liability whatsoever for any loss (whether direct or indirect) or disappointment arising from your direct arrangement with that supplier. For the avoidance of doubt, any arrangements made in this manner will not be covered by the financial protection offered**

under clause 13. You must ensure that any additional supplier that you book with must comply with the wedding venue's policies and arrange their timings around those set by us and the venue. We and the venue reserve the right to refuse to work with any particular supplier if we have any reason to believe that the supplier is uninsured, unprofessional or for health and safety reasons. For further information on the extent of our responsibility to you, please see clause 9. In order for us to be able to provide the best possible service on your wedding day we would therefore recommend against booking wedding services with other suppliers or other wedding planners.

Please note that for health and safety reasons, wedding cakes and wedding transfers must be booked with Ionian Weddings.

Please note that our wedding proposals pricing is based on a complete set of services being provided to you and as such if you wish to remove an item, no reduction on the overall price will be given.

Please note that no external food or drinks may be brought into any of the wedding venues.

11. BEHAVIOUR

When you book wedding arrangements through us, you accept responsibility for the proper conduct of all members of your party in respect of your wedding arrangements. The wedding venue reserves the right at any time to terminate the wedding arrangements if any member of the party's behaviour is such, in the reasonable opinion of the wedding supplier or us, as to cause or to be likely to cause danger, upset or distress to anyone else or damage to property. Full cancellation charges will then apply and no refund will be payable to you. Furthermore, we shall be under no obligation whatsoever to pay compensation or meet any costs or expenses (including but not limited to alternative wedding arrangements) you may incur as a result of your wedding being terminated.

Abusive behaviour towards anyone including but not limited to: our staff; staff of any of our suppliers; staff or other guests at the wedding venue, will not be tolerated. You agree to comply to the rules and regulations set by the venue including but not limited to; the timings in which you must leave the venue at the end of the evening. You must ensure compliance by you and your guests with the venues direction regarding noise and behaviour. The venue reserves the right to refuse the provision of services to intoxicated guests. The abuse of alcohol and irresponsible behaviour will not be tolerated.

This clause will equally apply to circumstances where any wedding party member causes damage (intentionally or otherwise) to any transport services included in your booking (including but not limited to minibus services)

If you or a member of your wedding party causes damage to the wedding venue or any transport service included with your wedding booking, you must fully reimburse the wedding supplier provider concerned for the cost of the damage before the end of your stay if the cost has been established by then or as soon as it has been established if later. **You also agree that you will indemnify us for the full amount of any claim (including all legal costs) made against us by the wedding supplier and/or any third party as a result.**

12. ACCOMMODATION ONLY BOOKINGS

We occasionally offer hotels or apartments on an 'accommodation only' basis. If you make a booking with us for 'accommodation only' we will act as agent for the hotel or apartment supplier unless stated otherwise and will have no liability to you in respect of the provision of that accommodation. In respect of your accommodation arrangements, the terms and conditions of

the relevant supplier will apply and will be made available to you at the time of booking. For the avoidance of any doubt, we will not be liable for any claims in accordance with your accommodation only booking and any concerns or claims should be raised directly with the supplier in question.

13. COMPLAINTS

If you have a problem in relation to your wedding arrangements whilst in resort, please inform the wedding supplier and our wedding co-ordinator immediately, who will endeavour to put things right. You should also try to find a solution whilst you're there. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at 7/8, Waltham House, 5-7 St Mary's Terrace, Guildford, Surrey. GU1 3TZ, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to identify your concerns quickly and speed up our response to you. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract. We can only accept complaints made by you directly. Any complaints made by third parties and/or family members on your behalf will not be accepted. Any dispute or claim arising out of this contract that cannot be settled between us can be referred by you to ABTA arbitration (see clause 14) or to the UK courts. We agree that the courts of England and Wales have jurisdiction and English law applies (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).

14. FINANCIAL PROTECTION

The monies you pay to us for your wedding arrangements are protected by means of a bond held by ABTA. This means that, if in the unlikely event of our insolvency your wedding arrangements can't be provided, you will receive your money back or, if your stay has started, arrangements will be made for you to be able to continue as planned.

15. ABTA

We are a Member of ABTA, membership number Y4786. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

16. DOCUMENTS

If you are both UK citizens living in the UK and have booked a wedding Greece with us, we are pleased to confirm that we are to offer you a document service to assist you in arranging the relevant documentation in order to formalise your wedding. This is automatically included in our wedding proposals.

Please note: it is your responsibility to check that your wedding certificate contains the correct spelling of your names and details as soon as you receive it. Translation errors rarely occur but in the event that they do, we will do our utmost to assist you in arranging for this to be rectified, however we have no control over this and there may be a cost applied locally by the authorities for this to be re-issued. For this reason it is imperative that you check your certificate as soon as it is provided.

UK citizens living outside of the UK/Non-UK citizens

Regrettably, we are unable to offer this service to UK citizens who are living abroad or non-UK citizens. What this means in practical terms is that if your documents are issued outside of the UK, we cannot legalise them (Apostille seals) and this can only be done by you in the country of origin of the document or in some cases in a designated authority of that country in the UK (like a Consulate or Embassy). Once your documents are legalised and supplied to us, we can do the remaining parts of the documentation in the UK for you (translations and Embassy stamps, courier to resort). Should you choose to undertake the full preparation yourself, whilst we will be happy to point you in the right direction, **you will therefore be solely responsible for making the relevant arrangements yourself and we will not include this as part of your wedding proposals pricing.** For the sake of clarity, we will accept no liability whatsoever for your failure to obtain the relevant documentation to formalise wedding arrangements.

If you are a UK citizen living in the UK

In order to process your documents for your wedding in Greece we will require certain documents from you in respect of your wedding arrangements and will advise you of the relevant information at the time of booking. Please note that we are unable to process any documents that were issued outside the UK.

Upon booking you will receive a documentation guide which will provide you with details of relevant documents you must provide to us in advance of your wedding along with the applicable timescales.

Please note that the price of each document is subject to charges set by third parties i.e. local authorities and we reserve the right to implement and notify you of any price changes in advance of your wedding which will be payable in full.

All documents supplied to us must be of good quality and free of errors or spelling mistakes. In addition the documents must be suitable for the purpose intended and delivered in such format as requested and in the time specified.

We will not be held liable for any delay in delivering the documents to us or failure to deliver the documents in the correct time or format which may affect the necessary procedures required in respect of your wedding arrangements.

We reserve the right to levy a fee for any corrections we have to undertake on your behalf in order to present the documents in the correct format and will require a fee of £100.

All documents must be received 2 months prior to the date of your wedding. Whilst we will make every effort to expedite any documents received late, if documents are not received 2 months prior to the date of your wedding, we are unable to guarantee that the necessary arrangements will be made in advance of the date of your wedding and we will accept no liability whatsoever for any losses arising (whether direct or indirect) as a result of documents being provided late.

In the event that documents are not received on time an administration fee will be charged in

order to expedite the necessary formalities. Please refer to clause 6 for further details.

If you have booked a wedding with us for any destination other than Greece, we will send you a documentation guide, but it will be your responsibility to arrange your own documents **and we will accept no liability whatsoever for your failure to obtain the relevant documentation to formalise wedding arrangements.**

17. SPECIAL REQUESTS

We understand that your wedding day is unique to you and that sometimes you may wish to make special requests for services that we do not advertise. Whilst we will use all reasonable endeavours to meet your request, unfortunately this may not always be possible. We can accept no liability for failing to meet a special request for a service that we do not advertise as being available. If you would like any bespoke items or services that are not on our extras list, please advise us at least 4 months before your wedding to give us plenty of time to source the service and obtain a quote.

Please advise us at the time of booking of any special requests necessary in respect of your wedding arrangements including dietary requirements and flowers. We will pass on the relevant requests to the appropriate suppliers however again, for the avoidance of doubt, we cannot guarantee that these will be met as they are subject to availability and could be seasonal in nature.

18. DATA PROTECTION

The personal information that you provide to us about you and your party will be processed by us in order to facilitate your booking, to process your payment for our services and will be held securely on our servers. We will collect this information at all times in accordance with our privacy policy, which can be found at <https://www.ionianweddings.co.uk/privacy-policy/> .

The personal information we may need to process from the point of booking, during your wedding and beyond for the purpose of ensuring high standards of customer service. include the names and contact details of you and all parties to your booking (including minors), credit/debit or other payment details and passport details and, where applicable, certain special categories of personal information (i.e. sensitive personal data) concerning any disability, medical conditions, sexual orientation or dietary requirements (which might be pertinent to your religious or philosophical beliefs) which might affect the chosen wedding arrangements. We shall seek your explicit consent to process these special categories of personal information upon collection of such information. You have the right to withdraw your consent to such processing at any time, although this may result in us being unable to fulfil the booking.

The personal information that you provide will also be disclosed to the relevant local suppliers in order facilitate your booking.

As the data controller, we take steps to ensure that appropriate security measures are in place to protect your personal data. This standard extends to ensuring the protection of personal data sent to our local suppliers.

It may also be necessary to transfer and store your personal information to a country or countries outside of the European Economic Area (EEA), where the data protection and privacy rules may be less stringent. It will also be processed by staff who operate outside the EEA and either work for us or for one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your booking, the processing of your payment details and the provision of your wedding arrangements locally. We will only transfer your personal data to the extent necessary and at such level of disclosure as is necessary where we have verified that the local suppliers have appropriate safeguards in place to protect your personal data to the level and extent of protection

as provided by us. Where such transfer is required we will obtain your consent to pass your personal information to any of our suppliers based outside the EEA. We will take all steps reasonably necessary to ensure that your data is treated securely. You have the right to withdraw your consent to such transfer and storage at any time, although this may result in us being unable to fulfil the booking.

We will also need to keep your personal information stored securely for as long as reasonably necessary in case we or our suppliers need to contact you in respect of your wedding arrangements.

We will also disclose your personal information to third parties if we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce or apply these booking conditions and other agreements; or to protect the rights, property, or safety of Ionian Weddings Limited, our customers, or others. This includes exchanging information with other companies and organisations, police, government agencies or regulatory authorities for the purposes of fraud protection and credit risk reduction.

We will of course inform you if there is any further personal information we require from you during the booking process.

If you agreed to this when booking your wedding arrangements, we may use your details to contact you via email, letter or telephone with details of our products or selected suppliers' products and services which may be of interest to you, but you may stop receiving this at any time by contacting us. We also may monitor and/or record our telephone conversations for security purposes and to ensure consistent customer service including for staff training purposes.

We can assure you that your information will be treated with the utmost confidentiality. It will not be sold or made available in other ways to third parties for marketing purposes. You are entitled to a copy of any data we hold about you and to understand why we are holding/processing such data and to whom we have disclosed or may disclose your data to. There are limited circumstances where we shall be within our rights to refuse such a request. If you would like to obtain a copy of this please contact our Customer Services Department.

If you believe any of your personal data is being held or processed by us in incorrect or no longer available to us, please contact our Customer Services Department as soon as possible as we cannot be responsible for any problems that may occur as a result of incorrect information/data that you have provided to us.

19. THIRD PARTY WEBSITES

If requested, we may direct you to third party supplier websites for further information. This is not indicative of any recommendation by us for any of their services. We do not accept any liability for any incorrect or misleading information appearing on such third party websites. We would recommend that you refer to information on our website in relation to your wedding arrangements which we know has been checked and verified.

20. USEFUL INFORMATION

The information contained in the 'Useful Information' section is incorporated into these Booking Terms and Conditions. By booking with us, you confirm that you have read this information and accepted these Booking Terms and Conditions. If you fail to take the Useful Information into consideration prior to booking, this could lead to disappointment for which we cannot be held responsible.

21. ACCURACY OF INFORMATION

We will use all reasonable endeavours to provide the facilities and services as advertised on our website. However, if we or our suppliers withdraw such facilities or services or limit them for any reason, we will inform you as soon as possible. It is common for facilities to be unavailable outside of peak season in various resorts or for them to be less widely available during quieter periods; in such circumstances we cannot accept any liability. There may be occasions (particularly at the beginning or end of a season) where suppliers decide to close venues or facilities early due to a lack of bookings. In the event this occurs, we will endeavour to source an alternative venue of the same standard but you will be liable to pay any increase in cost. If you choose not to accept any alternative offered you will be free to cancel your booking and obtain a full refund. See clause 8 for further details.

22. BUILDING WORKS

The destinations we feature are constantly being developed and expanded as has come to be expected of any tourist destination. As a result there may be building or construction work within the vicinity of your wedding venue. It is impossible to foresee the extent of any building activity and whilst we will try to do so, we cannot guarantee that we will be in a position to issue information on any changes in local conditions. Where we are made aware of such building work and if in our opinion it is likely to affect your wedding, we will endeavour to notify you as soon as possible. Please bear in mind that we have no control over such building work.

23. SPECIAL ASSISTANCE

Please advise us at the time of enquiry if you or any of your party may require special assistance due to any disability or reduced mobility. We will endeavour to accommodate your requests however, it is important for us to have any information in advance in order to establish if your chosen arrangements will be suitable for you and your booking party. Please do not hesitate to call our Customer Services Department in order to discuss any potential requests and for us to advise you accordingly.

24. IMAGES

When entering into a contract with us, we will request your consent for you to agree on your behalf and on behalf of your entire party that any photographs or video of your wedding may be used by us for our reproduction in any publication, presentation, sales or marketing communication (including email or any other electronic communication) or campaign without limitation and to the extent necessary you license us to utilise any images in whole or in part for any and all such or related purposes. In entering into this contract you agree to bring this clause to your entire party's attention. Nothing in this clause shall, however, preclude you or any of your party from contacting us to withdraw this consent at any time for processing your personal information for these purposes. For the avoidance of doubt, this clause should be read in conjunction with Clause 18 (Data Protection).

25. YOUR WEDDING ARRANGEMENTS AND OUR WEBSITE

Your booking invoice will list exactly what is included within your chosen wedding arrangements. Please note that images on our website are for illustrative purposes only and some photos may depict wedding locations decorated with flowers, carpets or chair covers however unless these items are specifically listed in your chosen proposal they will not be included in your wedding arrangements. Please do not hesitate to contact us if you have any queries in respect of your chosen arrangements or if you would like to make arrangements to include ancillary items. We cannot accept any responsibility for disappointment where items are not included in your wedding arrangements.

