

TERMS & CONDITIONS

Eat & Walk Athens
Operated by Herbellada
Ag. Mina 3, 18900 Salamina, Greece
VAT No.: 115366187
info@eatandwalkathens.com
GR Tel: +30 694 6813803 | DE Tel: +49 176 39663939

Last updated: September 2026

1. About Us

Eat & Walk Athens is a trading brand operated by **Herbellada**, based in Greece. We organise and sell food-focused walking experiences in Athens, Greece.

Throughout these Terms & Conditions, “Company”, “we”, “us” or “our” means Herbellada, trading as Eat & Walk Athens; “Guest”, “customer”, “participant”, “you” or “your” means the person making the booking and/or participating in the experience; and “Tour” or “Experience” means any walking tour, food experience or related activity offered by Eat & Walk Athens.

By making a booking through our website or another authorised booking channel, you agree to these Terms & Conditions. The person making a booking on behalf of other participants confirms that they are authorised to do so and are responsible for communicating these Terms & Conditions to all participants included in the booking.

2. Our Experiences

Eat & Walk Athens offers walking and food experiences combining local food, drinks, neighbourhoods and everyday Athenian culture.

Exact routes, food stops, participating venues, dishes and drinks may vary depending on operational circumstances. Photographs, menus, venue descriptions and food items shown on our website, booking pages, social media or promotional materials are representative only. A particular restaurant, café, bakery, dish, drink or stop cannot be guaranteed unless specifically stated otherwise.

Where reasonably necessary, we may substitute a venue, food item or drink with a comparable alternative. Such a substitution does not constitute cancellation of the tour.

- opening hours;
- supplier or seasonal availability;
- local events or temporary closures;
- weather conditions;
- group requirements;
- other circumstances outside our reasonable control.

3. Nature of the Experience

Our experiences are primarily food, walking and local cultural experiences. Eat & Walk Athens does not offer tours that are intended to require a separately licensed professional tourist guide.

Our experiences should not be interpreted as licensed archaeological, museum or specialist monument-guiding services. During an experience, participants may walk through historic neighbourhoods, streets and squares and may receive general cultural or local information connected with the experience.

4. Booking

A booking is considered confirmed once the required booking information has been submitted, payment has been successfully completed or otherwise accepted by us, and a booking confirmation has been issued.

The person making the booking is responsible for ensuring that all information provided is accurate and complete. Customers are responsible for checking their booking confirmation and reporting any error as soon as possible.

5. Prices

The applicable price is the price displayed at the time the booking is made. Unless clearly stated otherwise, all prices are quoted **per participant**. Each participant requires a paid place on the tour.

The total price payable will be displayed before booking is completed. We may change prices for future bookings, but a later change will not affect an already confirmed booking. Promotional offers and discount codes may be subject to separate conditions and cannot normally be applied retrospectively.

6. Payment

Payment must be made using one of the payment methods offered during the booking process. A booking may not be considered confirmed until payment has been successfully received or authorised.

Where a third-party payment provider processes a transaction, that provider's own terms and privacy conditions may also apply. Eat & Walk Athens is not responsible for additional charges imposed independently by banks, card providers or payment providers, including currency conversion or foreign transaction fees.

7. Customer Cancellation Policy

Cancellation more than 24 hours before the tour: If a booking or participant is cancelled more than 24 hours before the scheduled starting time, the amount paid for the cancelled booking or participant will be refunded.

Cancellation less than 24 hours before the tour: If a booking or participant is cancelled less than 24 hours before the scheduled starting time, the booking becomes non-refundable.

No refund will normally be provided for cancellations made less than 24 hours before the tour, no-shows, failure to arrive at the meeting point, arriving too late to join the experience, or voluntarily leaving the tour after it has started.

The cancellation deadline is calculated according to the scheduled start time. Example: if a tour begins at 15:30 on Saturday, cancellation must be received before 15:30 on Friday to qualify for a refund.

8. Partial Group Cancellations

Where only part of a group wishes to cancel, the same 24-hour cancellation policy applies individually to the participants being cancelled. Participants cancelled more than 24 hours before the scheduled start may qualify for a refund; participants cancelled less than 24 hours before remain fully chargeable.

9. No-Shows and Late Arrival

Participants are responsible for arriving at the specified meeting point at the time stated in their booking confirmation. We recommend arriving approximately **10 to 15 minutes before the scheduled starting time**.

Our experiences operate according to a schedule and the group cannot always wait for late participants. Where reasonably possible, we may try to help a late participant join the group after departure, but this cannot be guaranteed. Failure to arrive on time, failure to find the meeting point or failure to join the group does not entitle the participant to a refund.

10. Changes to a Booking

Requests to change a booking date, starting time or number of participants are subject to availability. Where a change is requested more than 24 hours before the original scheduled starting time, we will make reasonable efforts to accommodate it.

Changes requested less than 24 hours before the scheduled starting time are not guaranteed and may be treated as a late cancellation followed by a new booking. Any resulting price difference may be payable by the customer.

11. Cancellation by Eat & Walk Athens

Eat & Walk Athens reserves the right to cancel a tour where reasonably necessary. Where we cancel an entire tour, participants will normally be offered either an alternative available date or time, or a full refund of the amount paid to

Eat & Walk Athens for the cancelled tour.

Unless required by applicable law, Eat & Walk Athens is not responsible for unrelated expenses incurred by the participant, including flights, hotels, taxis, public transport, parking, other tours or travel arrangements booked separately.

- insufficient participation;
- illness or unexpected unavailability of a guide;
- serious weather conditions or safety concerns;
- strikes or government restrictions;
- civil disturbance or major transport disruption;
- force majeure;
- venue closures;
- circumstances making the tour impossible, unsafe or impractical.

12. Weather

Tours normally operate in a variety of weather conditions. Rain, heat, cold, wind or cloudy weather alone will not necessarily result in cancellation. Participants are responsible for checking the forecast and wearing appropriate clothing and footwear.

Where necessary, we may reasonably change the route, walking distance, duration, order of stops or venues. If conditions make the experience unsafe or impractical, we may cancel the tour under Section 11.

13. Walking and Physical Requirements

Our experiences involve walking through Athens and may include uneven pavements, steps, slopes, irregular surfaces, busy streets, periods of standing, warm weather and crowded areas.

Participants are responsible for determining whether the experience is appropriate for their physical condition and mobility. If you have reduced mobility or a specific accessibility requirement, please contact us before booking. We cannot guarantee that every participating venue is wheelchair accessible.

14. Food Allergies and Dietary Requirements

Participants must inform Eat & Walk Athens of any food allergy, food intolerance, dietary restriction or religious dietary requirement before the tour and preferably at the time of booking.

We will make reasonable efforts to communicate dietary requirements to participating venues and, where possible, arrange suitable alternatives. Food is prepared and served by independent food businesses, and Eat & Walk Athens cannot guarantee a completely allergen-free environment or that cross-contamination cannot occur.

Participants with severe or potentially life-threatening allergies should contact us before booking. Each participant remains responsible for deciding whether a particular food or drink is suitable for them. Our guides do not provide medical advice.

15. Food and Venue Substitutions

Food, beverages and venues may occasionally need to be changed due to seasonal availability, shortages, changed opening hours, private events, temporary closures, equipment failure or other operational circumstances. We may replace an advertised venue, dish, food item or beverage with a reasonable alternative. A reasonable substitution does not constitute cancellation and does not automatically entitle a participant to a refund.

16. Alcoholic Drinks

Some Eat & Walk Athens experiences may include alcoholic beverages. Alcohol will only be offered where legally permitted. Participants who do not consume alcohol may request a non-alcoholic alternative where available.

Participants remain responsible for their own alcohol consumption and behaviour. The guide and participating venues may refuse service where serving alcohol would be unlawful, unsafe or inappropriate. Excessively intoxicated,

aggressive, disruptive or unsafe participants may be removed without refund.

17. Children and Minors

Due to the nature, duration and content of our experiences, the standard **minimum age for participation is 12 years**. Children under 12 are not permitted to participate unless Eat & Walk Athens has expressly agreed otherwise in writing before the booking.

Every participant is charged the full standard tour price, regardless of age. Eat & Walk Athens does not offer child discounts, reduced youth rates, free participation for children or automatic family discounts. Every participant therefore requires a fully paid place.

Participants under 18 must be accompanied by a parent, legal guardian or other responsible adult. The accompanying adult remains responsible for supervision, conduct and wellbeing of the minor during the experience.

Alcoholic drinks will only be provided in accordance with applicable law. Where alcohol forms part of a tasting and cannot legally or appropriately be provided to a participant, a non-alcoholic alternative may be offered where available. This does not reduce the tour price.

18. Third-Party Venues and Suppliers

Eat & Walk Athens works with independent local businesses including restaurants, cafés, bakeries, bars, food shops and other food and beverage businesses. These businesses operate independently and remain responsible for their premises, employees, food preparation, hygiene, allergen management, products, services and legal obligations.

We select participating businesses with reasonable care but do not control their day-to-day operations. To the fullest extent permitted by applicable law, Eat & Walk Athens is not responsible for acts or omissions of an independent third-party supplier that are outside our reasonable control.

19. Freelance Guides

Eat & Walk Athens experiences may be conducted by independent freelance guides or subcontractors engaged by Herbellada. These guides are authorised to conduct the assigned experience but are not authorised to modify these Terms & Conditions, make legal commitments on behalf of Herbellada, promise refunds or compensation, alter prices or enter into contractual arrangements on behalf of Herbellada unless expressly authorised.

20. Guest Conduct

Participants are expected to behave respectfully towards guides, other participants, venue staff, local residents and members of the public. We reserve the right to refuse participation or remove a participant whose behaviour is reasonably considered aggressive, threatening, discriminatory, abusive, harassing, excessively intoxicated, dangerous, seriously disruptive or unlawful. No refund will normally be provided where removal results from the participant's own behaviour.

21. Safety Instructions

Participants must follow reasonable safety instructions given by the guide and remain responsible for normal personal awareness while walking through public areas, including when crossing roads, using stairs, walking on uneven surfaces or moving through busy streets. A participant who deliberately ignores reasonable safety instructions may be asked to leave the tour where their conduct creates a risk to themselves or others.

22. Personal Belongings

Participants remain responsible for their own personal belongings. Eat & Walk Athens cannot accept responsibility for lost, forgotten, misplaced or stolen personal property unless such loss was directly caused by negligence for which we are legally responsible.

23. Photography and Social Media

Participants are generally welcome to take photographs and videos for personal use unless a participating venue or guide indicates otherwise. Participants must respect the privacy of other guests, venue staff, local residents and members of the public.

Commercial photography, organised filming, professional content production or commercial use of the experience requires prior permission. Eat & Walk Athens will not use identifiable images of participants for promotional purposes where consent is legally required unless appropriate permission has been obtained.

24. Intellectual Property

The Eat & Walk Athens brand and its proprietary materials remain the property of Herbellada or the relevant rights holder. This may include the brand name, logos, website text, tour descriptions, original photographs, written itineraries, training materials and marketing materials. Such materials may not be copied, reproduced, republished, sold or commercially exploited without prior permission.

25. Liability

Eat & Walk Athens aims to provide all experiences with reasonable care and skill. Nothing in these Terms & Conditions excludes or restricts any liability or mandatory consumer right that cannot legally be excluded or restricted.

Subject to applicable law, Eat & Walk Athens shall not be responsible for loss, injury or damage resulting from circumstances outside our reasonable control, including actions of unrelated third parties, traffic or transport disruption, weather, strikes, government action, undisclosed medical conditions or allergies, loss or theft of property not caused by us, failure to follow reasonable safety instructions, or acts and omissions of independent third-party businesses outside our reasonable control.

Nothing in these Terms is intended to exclude liability for death, personal injury or other liability where exclusion is prohibited by applicable law.

26. Force Majeure

Eat & Walk Athens shall not be responsible for failure or delay in performing its obligations where caused by events outside our reasonable control, including extreme weather, fire, flooding, earthquake, natural disaster, epidemic, public health emergency, war, terrorism, civil disturbance, strikes, government restrictions, transport shutdowns, major infrastructure failures or comparable events. Where reasonably possible, we will attempt to offer an alternative date, time, route or other appropriate solution.

27. Right of Withdrawal for Dated Experiences

Eat & Walk Athens experiences are booked for a specific date and/or starting time. Where permitted under applicable consumer law, leisure, catering or similar services provided on a specific date or during a specific period may be exempt from the general 14-day right of withdrawal applicable to certain distance contracts.

Bookings are therefore subject to the cancellation policy contained in these Terms & Conditions where the applicable legal exception applies. This does not remove any mandatory consumer rights provided by applicable law.

28. Refunds

Where a refund is due, it will normally be made using the original payment method where technically possible. After a refund has been processed, the time required for funds to appear may depend on the customer's bank, card issuer or payment provider. Eat & Walk Athens is not responsible for processing delays caused solely by the customer's financial institution or payment provider.

29. Complaints

We encourage participants to raise any issue as soon as possible so that we have an opportunity to address it. Where practical, concerns arising during an experience should first be raised with the guide.

Formal complaints may be submitted to info@eatandwalkathens.com. Please provide your name, booking reference, tour date and time, details of the issue and any relevant supporting information. We will make reasonable efforts to review and respond promptly.

30. Personal Data and Privacy

Personal information collected in connection with bookings and participation is processed in accordance with applicable data protection legislation. Our separate Privacy Policy explains what personal data we collect, why we collect it, how it is used, who may receive it, how long it may be retained and your applicable data protection rights.

Where cookies or similar technologies are used, further information may be provided in our Cookie Policy or cookie settings.

31. Website Information

We make reasonable efforts to ensure that information on our website and booking pages is accurate and current. Minor errors, omissions or temporary inaccuracies may occur. We reserve the right to correct obvious errors concerning descriptions, availability, schedules, prices or website content. Where a material error affecting a confirmed booking is discovered, we will contact the customer and offer an appropriate solution in accordance with applicable consumer law.

32. Changes to These Terms

Eat & Walk Athens may update these Terms & Conditions where reasonably necessary due to changes in our services, operational procedures, payment methods, business practices, applicable legislation or regulatory requirements. The Terms applicable to a booking are normally those in effect when the booking was confirmed, unless a later change must apply because of mandatory law.

33. Governing Law

These Terms & Conditions are governed by the laws of **Greece**, subject to any mandatory consumer protection rights that may apply under Greek, European Union or other applicable consumer law. Nothing in these Terms is intended to deprive a consumer of mandatory rights that cannot legally be waived.

34. Severability

If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable, that provision shall be limited or removed only to the extent necessary. The remaining provisions shall continue to apply.

35. Entire Agreement

These Terms & Conditions, together with the booking confirmation and any specific conditions clearly presented during the booking process, form the agreement governing the booked experience. Where a specific booking condition conflicts with these general Terms & Conditions, the more specific condition shall apply unless prohibited by law.

36. Contact Details

Herbellada - trading as Eat & Walk Athens

Ag. Mina 3
18900 Salamina
Greece

VAT No.: **115366187**

Email: **info@eatandwalkathens.com**

GR Tel: **+30 694 6813803**

DE Tel: **+49 176 39663939**

Acceptance

By completing a booking with Eat & Walk Athens, you confirm that you have read, understood and accepted these Terms & Conditions.