

FAQ

Ferry & Flight cancellations due to local weather conditions

- **What is Force majeure?** Force majeure is a contract clause that excuses a party from fulfilling their obligations due to unforeseen and uncontrollable events. Common examples include natural disasters (earthquakes, floods), war, strikes, riots, and pandemics . Examples of weather-related force majeure events include severe storms, hurricanes, tornadoes, floods, earthquakes, extreme heat or cold, and prolonged periods of drought .
- The concept of "abnormal weather" is crucial. It's not just any weather event, but one that is unusually severe or beyond what could reasonably be anticipated given the location and duration.
- **Are strong winds in the Cyclades considered "Force majeure"?** NO. Strong winds, particularly the Meltemi wind, are a normal and frequent occurrence in the Cyclades islands, especially during the summer months (May to October). The Meltemi wind is a dry, northerly wind that is most potent in **July** and **August**. Proving that a weather event qualifies as force majeure often requires demonstrating that it was not foreseeable .
- **Can I ask for a full or partial refund of my hotel stay if my ferry / plane was cancelled or rescheduled due to strong winds in the area?** NO. For guests who have booked a non refundable rate, it means exactly that – NON REFUNDABLE (without exception). For guests with flexible rates, force majeure does not apply and therefore NO REFUNDS, partial or full, will be provided. **If a hotel is open for business it is not responsible if government restrictions or ferry / flight cancellations have made it impossible to travel to the destination.** Although we empathize that it is not an ideal situation, we are not at any fault. The law interprets force majeure clauses narrowly, and the economic hardship of a person in this situation alone is not enough to invoke the clause.
- **What can I ask for if my ferry / plane was cancelled or rescheduled due to strong winds in the area?** On occasion, a change of dates or a credit voucher for a future stay may be provided, but the hotel reserves the right to accept or refuse these requests. **Travel insurance serves as a fundamental safety net for guests in these situations, offering vital protection against a myriad of unforeseen circumstances.**