

TERMS OF USE, BOOKINGS & VISITOR CONDITIONS

INTRODUCTION

These Terms of Use (the “Terms”) govern the use of the Plataeon website, the purchase and use of Memberships, bookings, access to Plataeon experiences and premises, dining experiences, as well as participation in events, activities and other services provided by Plataeon.

By using the Website, purchasing a Membership, making a booking or visiting Plataeon, you agree to be bound by these Terms.

Please also read Plataeon’s Privacy Policy, which describes how your personal data is collected and processed.

Plataeon may amend these Terms from time to time. Changes will be published on the Website and will take effect from the date stated in the relevant updated version, subject to consumer rights and any mandatory provisions of applicable law.

ABOUT PLATAEON

Plataeon is a cultural destination in Athens comprising a collection of experiences and spaces, including the Kaminos, Aule and Kapeleion venues.

Membership provides the right of access to Plataeon’s Core Experiences for twelve (12) months from the Membership effective date, in accordance with these Terms.

Certain experiences, including Dining Experiences at Kapeleion, require a separate booking and may require additional payment.

Plataeon is operated by:

Plataeon S.A.

Registered Address: 7 Zografou Street, Athens, Greece

General Commercial Registry (G.E.MI.): 139404901000

DEFINITIONS

For the purposes of these Terms:

“Purchaser” means the natural or legal person who purchases the Membership and makes the payment, whether for themselves or on behalf of another person or persons.

“Membership” means the right of access to Plataeon’s Core Experiences for a period of twelve (12) months, purchased for a specific natural person or, where provided at the time of purchase, for specific natural persons designated as beneficiaries of the Membership. The Membership may be purchased by the beneficiary themselves or by a third party on behalf of the beneficiary, including as a gift.

“Member” means the natural person in whose name the Membership has been issued and who is entitled to use the Membership in accordance with these Terms.

“Beneficiary” means any natural person designated at the time of purchase of the Membership as a person entitled to use the Membership. Where the Membership covers more than one person, each such person is considered a separate beneficiary.

“Core Experiences” means the experiences, activities, programmes and visitor spaces included in the standard Membership fee and available at the Kaminos, Aule and Kapeleion venues during the validity period of the Membership.

Core Experiences do not include Dining Experiences, special events, workshops or other experiences expressly stated to be additional or subject to a separate charge.

“Dining Experience” means any food and/or drink experience requiring a separate booking and payment, including dining experiences offered at Kapeleion, as well as the Symposium, where it is offered as a distinct dining experience.

“Booking” means the process of reserving a specific date and time for a visit or participation in a specific experience.

“Visitor” means any person who enters Plataeon’s premises or participates in an experience, event or activity, whether as a Member or as a person included in a Membership or a separate booking.

“Website” means Plataeon’s official website, as well as any related digital services operated by or on behalf of Plataeon.

USE OF THE WEBSITE

The Website is provided for informational and transactional purposes and must be used lawfully and responsibly.

Users must not:

- misuse the Website,
- interfere with its operation or security,
- attempt unauthorised access,
- provide false, inaccurate or misleading information,
- use automated means to create bookings in bulk,
- create multiple or consecutive bookings for the purpose of artificially blocking availability,
- copy or reproduce content without the relevant permission.

Plataeon reserves the right to restrict, suspend or cancel access to services or bookings where there is reasonable suspicion of misuse, abusive conduct or breach of these Terms.

While we make reasonable efforts to keep the content of the Website accurate and up to date, information, opening hours, programmes, availability and other details may change.

Certain bookings or transactions may be carried out through authorised third-party platforms operating on behalf of Plataeon.

INTELLECTUAL PROPERTY

All content published on the Website, including text, photographs, graphics, illustrations, audio and audiovisual content, trade names, logos, designs, layouts and other material, belongs to Plataeon S.A. or is lawfully used by it, unless otherwise stated.

Nothing in these Terms grants any right to reproduce, distribute, modify, publish or commercially exploit the content without prior written permission, unless permitted by applicable law.

Visitors may use Website content solely for personal and non-commercial purposes.

ENTRY & BOOKINGS

Introduction

Membership provides access to Plataeon's Core Experiences for twelve (12) months from its effective date.

The Membership effective date is the date on which the relevant price has been successfully paid in full.

Following the purchase and successful payment in full of the Membership, the Member receives confirmation of the purchase and the information required to access the booking system.

The Membership expires automatically at the end of the twelve-month period, without prior notice being required, unless otherwise provided at the time of purchase.

The Membership is personal to all persons included in it and may not be transferred or resold, unless expressly provided otherwise by Plataeon.

The Membership may not be copied, exchanged for cash or used by a person who is not included in and is not entitled to access under that Membership.

Plataeon reserves the right to verify the identity or eligibility of any person using a Membership and to cancel a Membership obtained or used fraudulently, abusively or in breach of these Terms.

The Membership allows beneficiaries to make bookings and participate in the Core Experiences during its validity period, subject to availability, booking rules and operational capacity.

Each beneficiary may have up to three (3) active bookings during the validity period of the Membership.

PRICES AND PAYMENT

All prices are stated on the Website in euros (€) and include VAT, unless otherwise stated.

Plataeon may amend its prices from time to time. Any price changes do not affect Memberships or bookings that have already been confirmed and are in force, unless otherwise provided by applicable law.

The Membership includes access to the Core Experiences in accordance with these Terms.

Dining Experiences, special events and certain activities are subject to additional charges.

Payment is made using the payment methods available through Plataeon's authorised sales channels.

A booking or Membership purchase is considered complete only after payment has been successfully processed, where required, and the relevant confirmation has been issued.

MEMBERSHIP CANCELLATION AND REFUNDS

Subject to the mandatory provisions of applicable consumer protection law, any right of withdrawal or cancellation of a Membership is governed by the terms disclosed at the time of purchase.

Where a right of withdrawal applies, the purchaser may exercise it within the period prescribed by law.

These Terms do not exclude the exercise of the right of withdrawal where the relevant legislation mandatorily provides for such a right.

Where performance of the service has begun, meaning that the Member has entered the PLATAEON premises at their request and before the expiry of the relevant withdrawal period, withdrawal is no longer possible.

Specific cancellation and refund rules may apply to certain Dining Experiences or other services beyond those provided under the Membership that relate to a specific date or period. These rules are disclosed during the booking process.

BOOKINGS

Entry to Plataeon premises is by prior booking.

Holding a valid Membership does not in itself guarantee immediate entry or availability on a specific date or at a specific time.

Visitors may make future bookings during the validity period of their Membership, subject to availability restrictions and the rules of the booking system.

Restriction of abusive bookings

Plataeon may apply reasonable restrictions on the number of active or future bookings that a Member may hold at the same time.

These restrictions may vary depending on the type of experience, capacity and availability.

Creating or maintaining multiple, consecutive or overlapping bookings for the purpose of reserving places without a genuine intention to participate is prohibited.

In the event of repeated failure to attend (“no-show”) or other abusive use of the booking system, Plataeon may, after first informing the Member where reasonably practicable:

- temporarily restrict the ability to make new bookings,
- cancel future bookings,
- impose reasonable restrictions on future bookings,
- or, in serious or repeated cases, suspend or terminate the Membership in accordance with these Terms.

Any such restrictions shall be applied proportionately and taking into account the particular circumstances of each case.

BOOKING AMENDMENTS

Visitors may amend their bookings through the designated booking system, subject to availability.

Any deadlines or restrictions for amending a booking are disclosed during the booking process.

A booking may be moved to a different date or time provided that:

1. a place is available,
2. the request is submitted within the applicable deadline,
3. any restrictions of the booking system are not breached.

The ability to move a booking may not be used abusively for the continuous reservation of places.

Plataeon may limit the number of transfers permitted for the same booking or the same visitor, and may refuse any further transfer where this results in repeated reservation of availability without actual participation.

AVAILABILITY AND CAPACITY

Entry and bookings are subject to availability, operational capacity, health and safety requirements and any temporary restrictions or closures.

Plataeon may limit the number of visitors, restrict access to specific areas or suspend bookings where this is necessary for operational, maintenance, staffing, private event, educational activity, safety or other reasonable reasons.

Plataeon will make reasonable efforts to inform affected visitors of significant changes or suspensions of services.

ARRIVAL AND CHECK-IN

Visitors must arrive at least fifteen (15) minutes before the scheduled entry time, unless otherwise stated in the booking confirmation.

Entry after the scheduled time is permitted only where availability allows and the smooth operation of the experience is not affected.

Late entry is not guaranteed and does not automatically create a right to transfer or a refund.

On arrival, visitors may be asked to provide booking confirmation, proof of identity or other reasonably required documentation to validate entry.

FAILURE TO ATTEND A CORE EXPERIENCE

If a visitor does not attend a scheduled Core Experience without prior cancellation or amendment of the booking, the booking is considered a “no-show”.

A no-show does not automatically affect the validity of the Membership.

However, repeated no-shows or systematic booking of places without participation may be considered abusive use of the booking system.

In such cases, the restrictions provided in the “Bookings” section apply.

CANCELLATION OR AMENDMENT BY PLATAEON

Plataeon may cancel, postpone, reschedule or amend a booking, activity, experience or event where reasonably necessary.

In the event of cancellation or a material change by Plataeon, Plataeon will inform affected visitors and offer transfer of the booking to another available date or time, depending on the nature of the booking, whether part of the service has already been provided and the requirements of applicable law.

Plataeon is not liable for indirect or incidental expenses incurred by visitors, such as travel or accommodation costs.

EXPERIENCES

Changes to Experiences and Programmes

Plataeon continuously develops and updates its experiences.

As a result, individual activities, programmes, workshops, audio content, guided elements and other features may be changed, added or removed from time to time.

Plataeon may modify, suspend, replace or discontinue individual elements of an experience for operational, technical, educational, safety or other reasonable reasons.

CORE EXPERIENCES

The Core Experiences constitute Plataeon's principal offering and take place at the Kaminos, Aule and Kapeleion venues.

Access to the Core Experiences requires a valid Membership, a booking where required, compliance with these Terms and staff instructions, and is subject to venue availability.

Plataeon may modify, restrict or temporarily suspend the operation of any experience, activity or space where required for operational, technical, educational, maintenance or safety reasons.

Participation in practical activities is optional. Visitors must follow staff instructions and exercise due care.

AUDIO GUIDES AND INTERPRETIVE CONTENT

Plataeon may provide audio guides, written transcripts and other interpretive material to support and enrich the visitor experience.

Although every reasonable effort is made to ensure the accuracy of the content, it may be updated, modified or revised.

Plataeon may collect and analyse data relating to the use of audio guides for service improvement and operational planning purposes, in accordance with the Privacy Policy and applicable law.

KAPELEION AND DINING

Kapeleion forms part of Plataeon's Core Experiences and also offers Dining Experiences, which require a separate booking and payment.

The Symposium is a Dining Experience of Kapeleion and, unless otherwise stated at the time of booking, is subject to the same basic booking, deposit and cancellation rules set out in this section.

All dining bookings are subject to availability and venue capacity.

Group bookings

Bookings for groups of ten (10) or more persons are made directly through Kapeleion, using the contact details available on the Website.

To confirm a group booking, a deposit equal to forty per cent (40%) of the total booking price is required.

A deposit may also be required for other Dining Experiences, including the Symposium.

Deposits are deducted from the total value of the Dining Experience when the relevant bill is issued.

Any different payment terms are disclosed during the booking process.

Cancellations

For bookings of up to nine (9) persons, a cancellation made at least twenty-four (24) hours before the scheduled booking time is entitled to a full refund of any deposit paid.

For group bookings of ten (10) persons or more, cancellation must be made at least forty-eight (48) hours before the scheduled booking time in order for the deposit to be refunded.

Cancellations made after the above deadlines, as well as no-shows, result in forfeiture of the deposit, unless otherwise provided by applicable law or otherwise agreed by Plataeon.

Booking transfer

Instead of cancelling, the visitor may request that the booking for all reserved places be transferred to a different date or time, subject to availability.

The request must be submitted within the corresponding cancellation deadlines, unless Plataeon agrees otherwise.

The transfer is not automatic and is subject to availability.

Transferring a booking to another date with a different number of places is considered a cancellation of the first booking and the creation of a new booking.

Plataeon may restrict repeated transfers of the same booking or by the same visitor in order to prevent the abusive reservation of places.

Changes to the dining experience

In exceptional circumstances, Plataeon may modify the menu, programme or other elements of a Dining Experience where necessary, while making reasonable efforts to preserve the character and quality of the experience.

ARRIVAL FOR A DINING EXPERIENCE

Visitors with a dining booking are encouraged to arrive at least ten (10) minutes before the scheduled time.

The table is held for up to twenty (20) minutes after the scheduled booking time.

After twenty (20) minutes have elapsed, Plataeon may release the table and treat the booking as a no-show.

The duration of the table reservation depends on the type of Dining Experience and, where applicable, on the designated table-use period disclosed at the time of booking.

Where there is a subsequent booking for the same table, the duration of the previous booking may not be extended beyond the time communicated to the visitor.

Plataeon may request that the experience be concluded and that the table be vacated at the end of the designated time in order to ensure the smooth service of subsequent bookings.

FAILURE TO ATTEND A DINING EXPERIENCE

If the visitor does not attend their booking or arrives more than twenty (20) minutes after the scheduled time, the booking may be treated as a no-show.

In that case, the applicable cancellation policy for the specific booking applies.

EDUCATIONAL PROGRAMMES, DEMONSTRATIONS AND SPECIAL ACTIVITIES

Plataeon may organise educational programmes, workshops, talks, demonstrations, seasonal events and other special activities.

These activities may be included in the Membership or may require a separate booking and additional charge.

Age restrictions, capacity limits or other participation conditions may apply.

Plataeon may modify, replace or cancel a programme or activity where necessary.

SCHOOL VISITS

School visits are subject to separate booking and pricing terms and do not include a right of entry for twelve (12) months, unless expressly stated otherwise.

Teachers and accompanying adults are responsible for the supervision, behaviour and safety of students throughout the visit.

Plataeon staff support the delivery of the experience but do not undertake supervision duties for students.

Plataeon may refuse or discontinue the participation of a school group where the required supervision is not provided.

GROUP VISITS

Group visits may be subject to special booking terms and additional organisational requirements.

For each group visit, a group leader may be designated as the main point of contact with Plataeon and is responsible for providing accurate booking details, timely notification of special requirements, coordination of the visit and informing group members of these Terms.

Any special terms relating to payments, deposits, cancellations or booking changes are disclosed during the booking process.

DURING YOUR VISIT

Visitor Conduct

Visitors must behave respectfully, follow staff instructions and comply with safety rules and rules for the orderly operation of the premises.

Plataeon may refuse entry, suspend participation or ask a visitor to leave where the visitor is not sober or where their conduct is dangerous, disruptive, abusive or unlawful, or materially disrupts the operation or safety of the premises.

A visitor removed for the above reasons may not be entitled to a refund, subject to their statutory rights.

The visitor may also be liable for damage they cause to Plataeon property, to the extent provided by applicable law.

Visitors are expressly prohibited from carrying or bringing into Plataeon premises:

- weapons, explosives,
- flammable materials,
- drones,
- professional equipment for professional use without prior permission,
- substances prohibited by law,
- items which, in Plataeon's reasonable judgement, create a serious risk to the health and safety of staff and visitors.

Smoking and vaping are not permitted in any Plataeon area, indoors or outdoors.

When entering certain areas, visitors may be required to use special footwear or other protective measures for the premises due to the sensitive nature of the flooring.

MINORS AND SUPERVISION

Minors must remain under the supervision of a responsible adult throughout the visit, unless otherwise stated for a specific organised activity.

Parents, guardians and accompanying adults are responsible for the supervision, behaviour and safety of the minors they accompany.

Certain activities may be subject to age restrictions or other participation conditions.

HEALTH AND SAFETY

Visitors must comply with health and safety instructions, use equipment and materials in accordance with staff instructions and exercise due care.

Participation in activities is optional and may involve risks inherent in their nature.

Visitors must assess their own abilities and participate only where they can do so safely.

Plataeon may restrict or suspend participation in an activity where it reasonably considers that participation may endanger the visitor or third parties.

FOOD AND DRINK

Only food and drink purchased or provided by Plataeon may be consumed within Plataeon premises, with the exception of water, unless otherwise permitted.

Plataeon may request the removal of food, drink or other items that may create a safety risk, cause damage or materially affect the visitor experience.

DIETARY REQUIREMENTS AND ALLERGIES

Visitors must inform Plataeon of allergies, intolerances or other special dietary requirements as soon as possible and preferably at the time of booking.

Plataeon will make reasonable efforts to accommodate disclosed requirements but cannot guarantee the complete absence of allergens or eliminate the risk of cross-contamination.

Visitors with severe allergies or serious dietary requirements should contact Plataeon before booking.

PHOTOGRAPHY AND VIDEO RECORDING BY VISITORS

Visitors may take photographs and videos for personal, non-commercial use, provided that they do not disrupt the experience of other visitors, interfere with the operation of the premises or infringe the privacy or rights of third parties.

Visitors are responsible for obtaining any required consents or permissions in relation to persons being recorded.

Plataeon is not liable for content created or published by visitors, subject to liabilities that cannot be excluded by law.

COMMERCIAL PHOTOGRAPHY AND FILMING

Photography, filming, audio recording or content creation for commercial, advertising, promotional or sponsored purposes is not permitted without Plataeon's prior written approval.

Plataeon may require a special agreement, licence or payment of a relevant fee.

PHOTOGRAPHY AND FILMING BY PLATAEON

Plataeon carries out photography, filming or audio recording of visitors only in accordance with applicable law and an appropriate legal basis for processing.

Where recording takes place for marketing, public relations, audiovisual production or other promotional purposes, visitors are informed through appropriate signage, notice, consent procedure or other suitable means, depending on the circumstances.

Further information is provided in the Privacy Policy.

ACCESSIBILITY

Plataeon is committed to making its experiences as accessible as possible.

Most visitor areas are accessible to wheelchair users, with the exception of one section of Aule that is accessible only by stairs.

Visitors with accessibility requirements, medical needs or other circumstances that may affect their participation are encouraged to contact Plataeon in advance.

Plataeon will make reasonable efforts to accommodate visitors, without guaranteeing that every activity is suitable or accessible for every visitor.

VISITOR WI-FI SERVICE

Plataeon may provide free Wi-Fi access in certain areas, where the service is available.

Visitors must not use the service for unlawful, harmful, unauthorised or disruptive activity.

Information relating to network use may be collected for security, compliance and operational purposes, in accordance with the Privacy Policy.

Plataeon does not guarantee uninterrupted access, specific speeds or compatibility with all devices.

CCTV AND SECURITY

For safety, security, crime prevention and operational management purposes, Plataeon may use closed-circuit television (CCTV) in selected areas.

Where CCTV is used, appropriate informational signage will be displayed.

Access to recorded footage is restricted to authorised persons and may be disclosed to competent authorities where required by applicable law or pursuant to a lawful request.

Further information is provided in the Privacy Policy.

LOST PROPERTY

Visitors are responsible for the safekeeping of their personal belongings.

Items found on Plataeon premises are kept for a reasonable period and, as a general rule, for up to six (6) months.

Visitors may contact Plataeon using the contact details set out in the “General Enquiries” section of the Website.

After six (6) months have elapsed, items that have not been claimed or collected may be discarded, donated or otherwise disposed of in an appropriate manner, in accordance with applicable law.

Official documents belonging to a visitor (passport, identity card, debit-credit cards), as well as money, securities and negotiable instruments, where the visitor cannot be contacted or immediate collection is not possible, are delivered within 48 hours to the relevant police station.

Plataeon is not liable for the loss, theft or damage of personal belongings, unless such liability cannot be excluded or limited by law.

ANIMALS

Only assistance animals permitted under applicable law may accompany visitors inside Plataeon premises, unless otherwise permitted.

Plataeon may apply reasonable operational requirements for the safety and protection of all visitors.

Access by animals to specific areas may be restricted where required for health, hygiene or safety reasons and permitted by applicable law.

LEGAL

Liability

Nothing in these Terms excludes or limits Plataeon's liability to the extent that such exclusion or limitation is prohibited by applicable law.

To the maximum extent permitted by applicable law, Plataeon is not liable for indirect or incidental damage or loss arising from a visit, booking or participation in an experience.

Any cap on Plataeon's liability applies only to the extent permitted by applicable law and does not affect consumer rights that cannot lawfully be limited or excluded.

Nothing in these Terms affects the statutory rights of visitors.

FORCE MAJEURE

Plataeon is not liable for delays, interruptions, cancellations or failure to perform its obligations to the extent that these are due to events beyond its reasonable control, including natural disasters, extreme weather conditions, fire, war, terrorist acts, epidemic or pandemic, government measures, strikes, utility outages or other similar circumstances.

In such cases, Plataeon will make reasonable efforts, where feasible, to offer an alternative date, rescheduling or another appropriate solution, subject to the statutory rights of visitors.

VISITOR COMPLAINTS AND FEEDBACK

Plataeon welcomes visitor feedback.

If a problem arises during a visit, visitors are encouraged to inform staff as soon as possible so that an attempt can be made to resolve it promptly.

Formal complaints may be submitted using the contact details set out in the "General Enquiries" section of the Website.

Complaints are reviewed within a reasonable period of time.

The complaints procedure does not limit or affect any statutory rights of visitors.

SUSPENSION AND TERMINATION

Plataeon may suspend or terminate access to the Website, its services, experiences or premises and cancel future bookings in the event of a material breach of these Terms or conduct that threatens the safety, wellbeing or legitimate interests of Plataeon, its staff, partners or other visitors.

In the event of a serious or repeated breach, a temporary or permanent restriction on participation may be imposed.

The exercise of these rights does not limit any mandatory consumer rights or exclude Plataeon's liability where provided by law.

PRIVACY AND PERSONAL DATA

Plataeon processes personal data in accordance with its Privacy Policy and applicable data protection law.

The Privacy Policy describes, among other things, the data collected, the purposes and legal bases of processing, the recipients of the data and visitors' rights.

CHANGES TO THESE TERMS

Plataeon may amend, update or revise these Terms from time to time.

Updated versions are published on the Website and state their effective date.

Visitors are encouraged to review the Terms periodically.

Material changes affecting active Memberships or confirmed bookings will be communicated where required by law or where reasonably practicable.

No amendment affects rights already acquired by the consumer that cannot lawfully be amended unilaterally.

ENTIRE AGREEMENT

These Terms, together with the Privacy Policy and any additional terms or policies expressly disclosed during the purchase or booking process, constitute the entire set of terms governing the relationship between Plataeon and the visitor in relation to the matters covered by them.

Any special terms disclosed at the time of purchase or booking prevail over the general Terms only in relation to the specific subject matter, to the extent permitted by applicable law.

GOVERNING LAW AND JURISDICTION

These Terms are governed by Greek law.

Any dispute arising out of or in connection with these Terms, the Website, the Membership, a booking, a Dining Experience or a visit to Plataeon is subject to the jurisdiction of the courts of Athens, Greece.

Nothing in these Terms deprives a consumer of the right to bring proceedings before a court or other competent body to which relevant jurisdiction has been assigned.