



THE GREEK LOCAL · PARTNER OPERATORS

Getting set up on The Greek Local

A step-by-step guide to your portal, from the invitation email to the moment your tours go live.

Need help at any point? Write to support@thegreeklocal.com
We read every message.

The journey at a glance

The whole process is self-service and takes most operators about 15 to 20 minutes. You can stop at any point and finish later, even on a different device, because your progress saves automatically.

1. **Open the invitation email** and click the button to set up your account.
2. **Create your account** (or sign in) using the same email address we sent the invitation to.
3. **Land in your portal** and see the "Getting set up" checklist.
4. **Accept the Supplier Agreement.**
5. **Complete your verification pack** (business details, insurance, declarations, documents) and submit it for review.
6. **We review it** and email you when you are verified, or to ask for any changes.
7. **Confirm your tour listings.**
8. **You are live.** From now on you manage bookings and edit your tours from the portal.

What to have ready before you start

- The **email address** the invitation was sent to.
- Your **Tax identification number (AFM)**. Everyone has one, companies and sole traders alike.
- If you operate as a **company**: your **GEMI** (General Commercial Registry) number.
- If you operate as a **sole trader / individual**: your **date of birth** (for identity checks).
- Your **registered address** (company), or your **full name and home address** (sole trader).
- A valid **public or general liability insurance certificate** (PDF or clear photo) and the **coverage amount in euros**. If insurance genuinely does not apply to your tours, you can explain why instead.
- A **government photo ID** for the person authorised to run the account.
- Your **operating licence or permit**, if your activity requires one.
- Your **bank account details / IBAN** for payouts. You can add these later; we do not release any payment until they are on file.

1 The invitation email

You will receive an email with the subject "**You are invited to manage your tours on The Greek Local**". It briefly explains that you will be able to see your bookings in one place, edit your tour details, and preview what customers see before any change goes live.

Click the button labelled "**Set up your portal account**". If the button does not work in your email program, copy the plain web link printed just beneath it and paste it into your browser.

IMPORTANT

The link is valid for **14 days**. After that it stops working and you will need a fresh invitation from us. The link is also single-use and tied to your business, so please do not forward it.

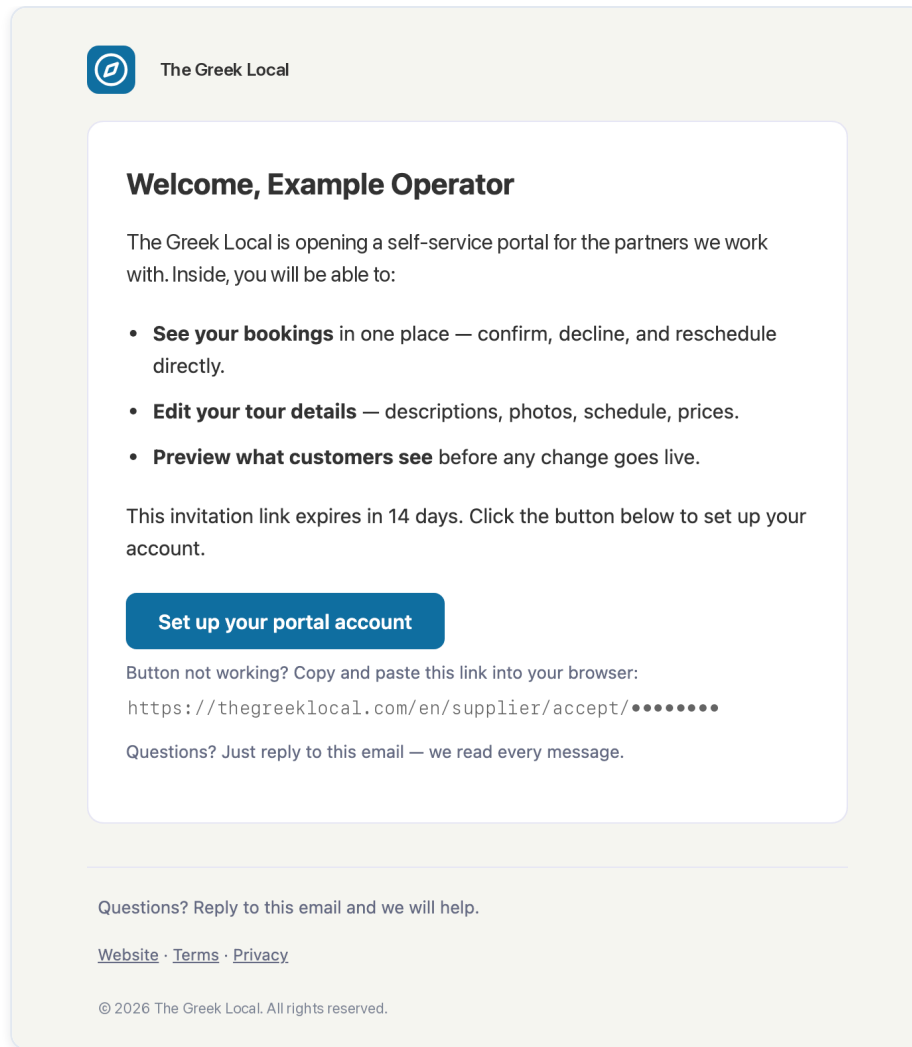


Fig. 1 — The invitation email, with the "Set up your portal account" button.

2 Create your account

The link opens a "Welcome" page that confirms the invitation is for your business. From here you set up your login.

2a. Fill in your details

The sign-up form shows **your email address already filled in** (it must be the same address the invitation was sent to). Choose a **password**, or sign in with Google if you prefer. Your login is handled by our secure sign-in provider; we never see or store your password.

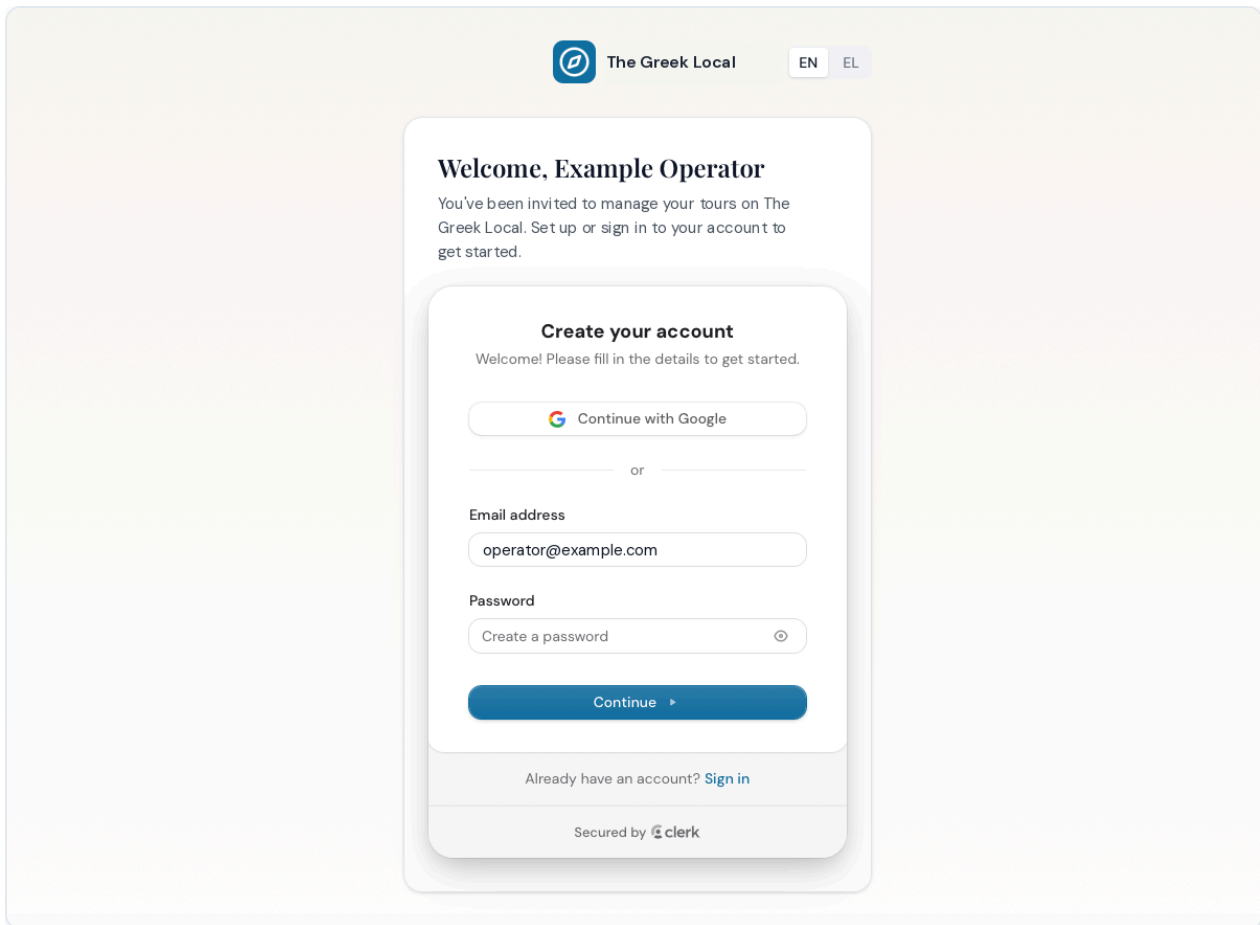


Fig. 2 — The account set-up page, with your email pre-filled.

2b. Verify your email

To confirm the address is really yours, we send a **6-digit verification code** to your email.

- Open the email titled **"Verification code"** from The Greek Local. It contains a 6-digit code and a reminder not to share it.
- Type or paste the code into the six boxes on the **"Verify your email"** screen, then click **Continue**.
- If it has not arrived after a minute, check your spam folder or use **"Didn't receive a code? Resend"**.
- The code is valid for a short time only. For your security, never share it with anyone; our team will never ask you for it.

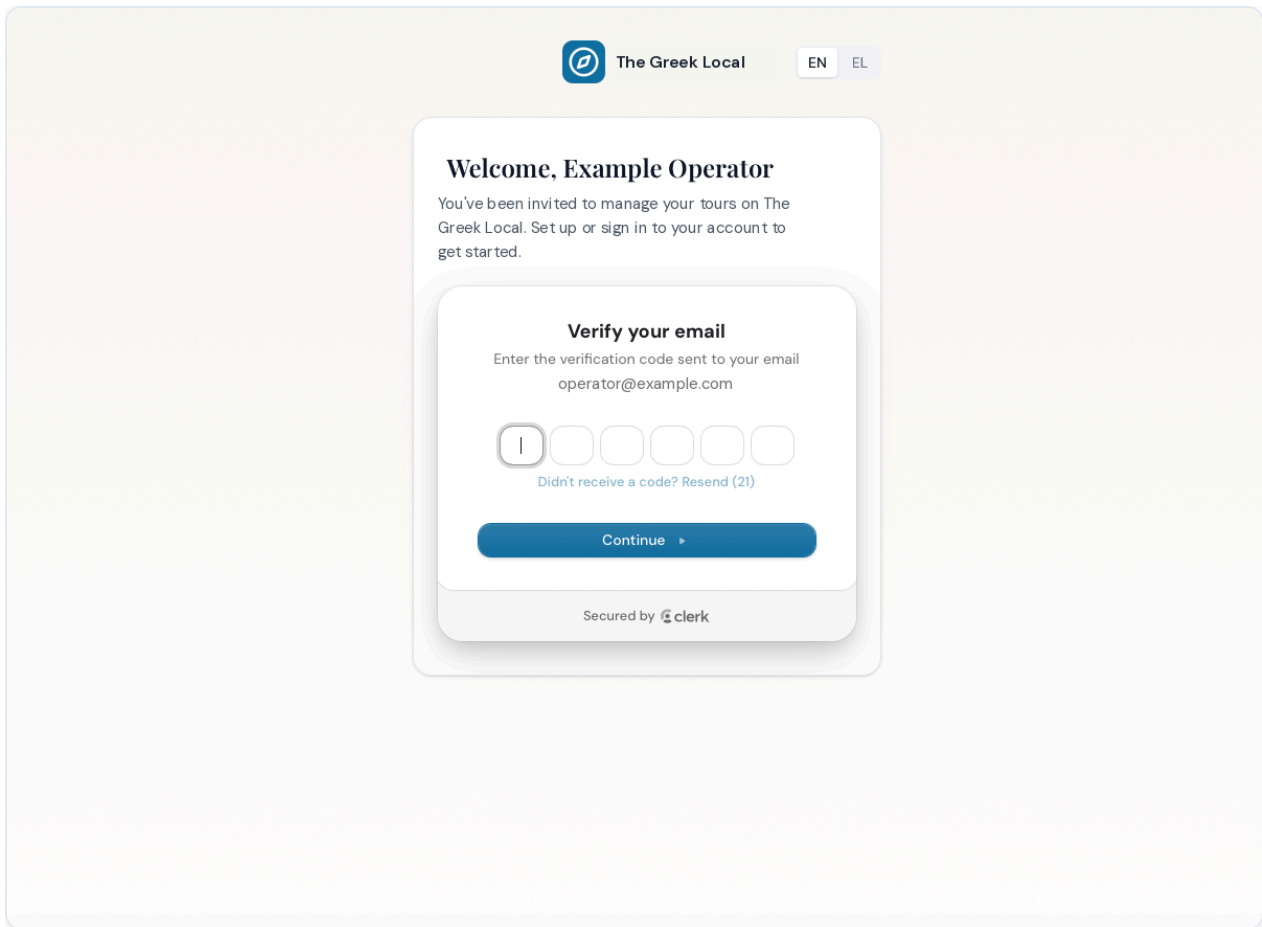


Fig. 3 — The "Verify your email" screen, where you enter the code.

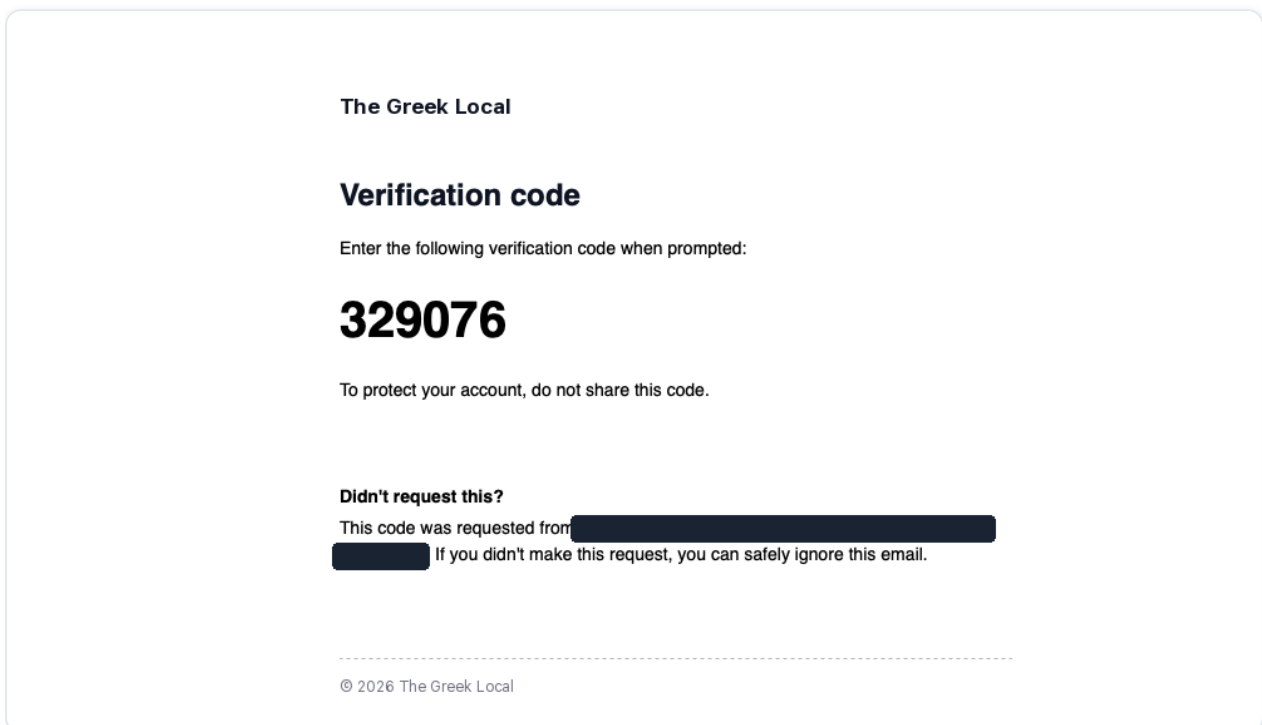


Fig. 4 — The email containing your 6-digit verification code.

2c. Claim your account

Once your email is verified, click the button **"Claim account for [your business name]"**. This links your login to your operator record and opens your portal. You will then receive a **"Welcome to The**

Greek Local portal email confirming your account is set up.

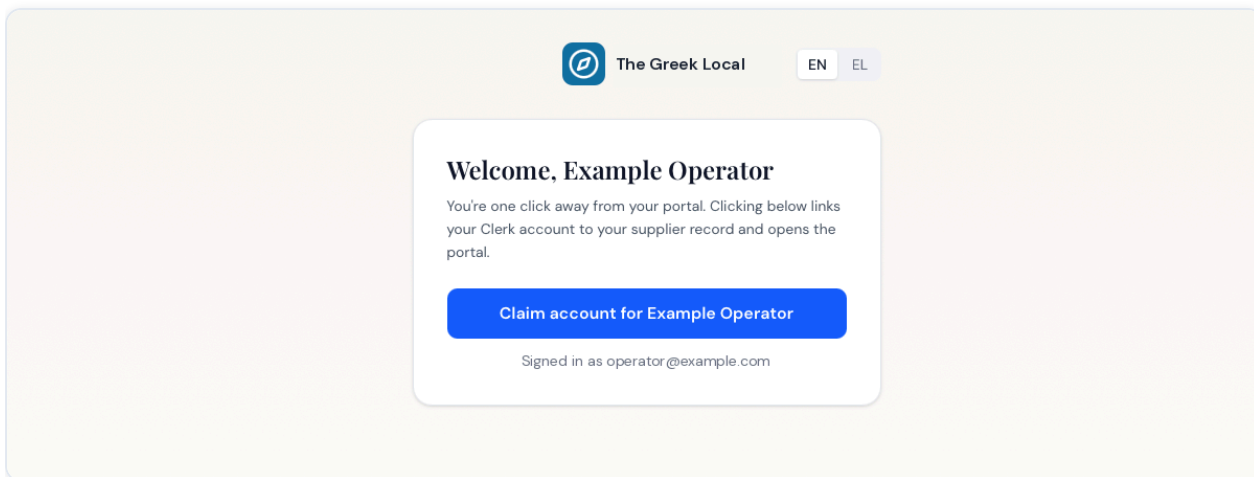


Fig. 5 — The final step: click "Claim account" to open your portal.

IF YOU SEE "WRONG EMAIL"

If you sign in with a different email (for example a personal Gmail), the page shows a **"Wrong email"** notice naming both addresses. Sign out and sign in again using the exact address the invitation was sent to. The account can only be claimed with the invited email.

3 Your portal and the "Getting set up" checklist

After claiming your account you arrive at your **portal dashboard**. At the top you will see a panel headed **"Getting set up"** listing three steps, each with its own button:

- 1. Accept the Supplier Agreement**
- 2. Complete your verification pack**
- 3. Confirm your tour listings**

Each step shows a grey circle until it is done and a green tick once complete. The panel disappears once all three are finished. You can return to the portal any time by signing in at **thegreeklocal.com** and choosing **"Supplier portal"** from your account menu.

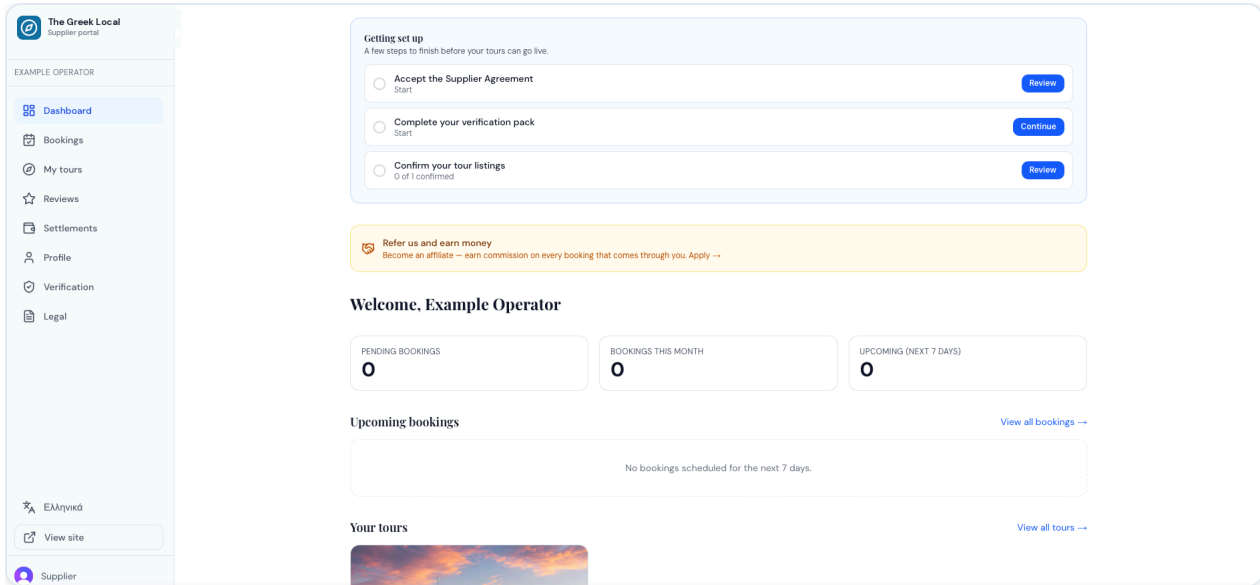


Fig. 6 — The portal dashboard with the "Getting set up" checklist.

4 Accept the Supplier Agreement

Open the first step. You will see the **Supplier Agreement**, including your own commercial terms (Schedule 1). Please read it through. To accept, tick the box **"I have read and agree to the Supplier Agreement."** and click **"Accept agreement"**. You are then taken back to your dashboard, with the agreement step ticked off.

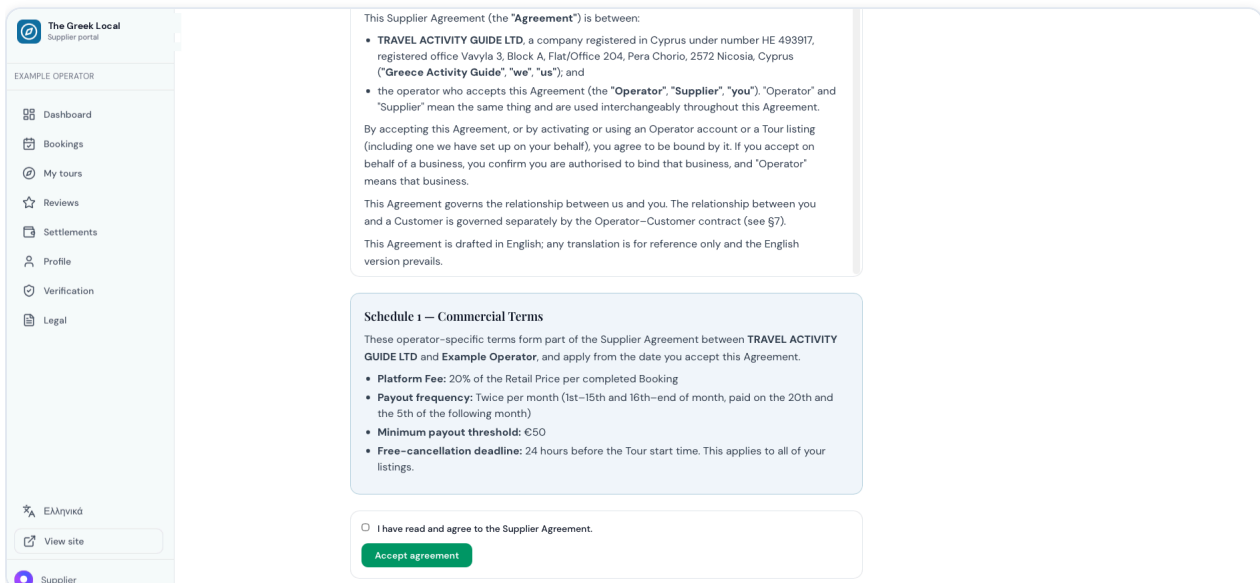


Fig. 7 — The Supplier Agreement, with the agree checkbox and "Accept agreement" button.

5 Complete your verification pack

Open **"Complete your verification pack"** to reach the page titled **"Onboarding & verification"**. Your progress **saves automatically** as you go, so you can stop and continue later, even on another device. A **checklist at the top** shows what is done, what is uploaded and awaiting our review, and what is still needed. Work through the sections below until nothing is marked "still needed".

5a. Business identity

These details identify your business; we are required to show the operating business to customers before they book.

Field	Who needs it
Registered business name	Everyone (required)
Trading name (if different)	Optional
Legal form — Company or Sole trader	Everyone (required)
Tax identification number (AFM)	Everyone (required)
Company registration number (GEMI)	Companies only
VAT registration number	Optional; appears on invoices we issue you
Date of birth	Sole traders only
Registered (geographic) address	Everyone (required)

TIP

The **GEMI** field only appears after you choose **Company**, and the **Date of birth** field only appears after you choose **Sole trader**. If you leave the legal form unselected, these fields stay hidden and you will not be able to submit.

BUSINESS IDENTITY
These details identify your business. We are required to show the operating business to customers before they book.

REGISTERED BUSINESS NAME * TRADING NAME (IF DIFFERENT)

LEGAL FORM COUNTRY OF REGISTRATION

TAX IDENTIFICATION NUMBER (AFM) * COMPANY REGISTRATION NUMBER (GEMI) *

VAT REGISTRATION NUMBER

REGISTERED (GEOGRAPHIC) ADDRESS *

BANKING DETAILS
Used for your payouts. You can fill this in later if you don't have it ready — we won't release any payment until it's on file.

ACCOUNT HOLDER NAME (AS IT APPEARS ON THE BANK ACCOUNT) BANK NAME

PAYOUT ACCOUNT IBAN

THE PERSON BEHIND THE ACCOUNT

NAME OF THE OWNER / AUTHORISED REPRESENTATIVE *

This person is the owner / director of the business

Fig. 8 — The "Business identity" section of the verification pack.

5b. The person behind the account

Enter the **name of the owner or authorised representative**. If that person is the owner or director, tick the box that says so. If not, leave it unticked and upload an **"Authorisation to sign"** document in the Documents section.

5c. Banking and payout details

Enter your **account holder name**, **bank name**, and **payout IBAN**. These are **optional at this stage**, so you can finish onboarding without them. We do not release any payment until your bank details are on file, so please add them before your first payout is due. Make sure the account holder name matches your bank account exactly.

BANKING DETAILS
Used for your payouts. You can fill this in later if you don't have it ready — we won't release any payment until it's on file.

ACCOUNT HOLDER NAME (AS IT APPEARS ON THE BANK ACCOUNT) BANK NAME

PAYOUT ACCOUNT IBAN

THE PERSON BEHIND THE ACCOUNT
NAME OF THE OWNER / AUTHORISED REPRESENTATIVE *

This person is the owner / director of the business
If not the owner, upload evidence they are authorised to sign on the business's behalf in the Documents section below.

LICENCES & PERMITS
Some activities need an operating licence or permit. Tell us whether yours does — and upload it in the Documents section above if so.

DOES YOUR ACTIVITY REQUIRE AN OPERATING LICENCE OR PERMIT?

[Upload your operating licence/permit in the Documents section above.](#)

INSURANCE
Upload a valid public/general liability insurance certificate in the Documents section above. If insurance genuinely does not apply to your tours, you can explain why instead.

Insurance is not applicable to my tours

INSURER POLICY NUMBER

Fig. 9 — The "Banking details" section (optional at this stage).

5d. Does your activity need a licence?

Answer "**Does your activity require an operating licence or permit?**" with **Yes** or **No**. If you answer **Yes**, you must also upload your operating licence in the Documents section.

5e. Insurance details

If you have insurance (most operators): upload your public or general liability certificate in the Documents section, and fill in **Insurer**, **Policy number**, and **Coverage amount (€)** (the coverage amount is required). **If insurance genuinely does not apply** to your tours: tick "Insurance is not applicable to my tours", write a short explanation, and confirm you remain fully responsible for all liabilities. For higher-risk activities, insurance is mandatory.

Fig. 10 — The "Insurance" section, with the insurer fields and the "not applicable" option.

5f. Documents to upload

In the **"Documents"** card, add a separate document for each item using **"Add another document"**. Choose the document type, optionally give it a label, add an **expiry date** for insurance/licences/credentials, then click **"Choose file"** (or **"Take photo"** on a phone) and **"Upload"**.

Fig. 11 — Adding a document: choose the type, set an expiry date, choose the file, then Upload.

Document	When it is needed
Government photo ID (of the authorised person)	Always required
Insurance certificate	Required, unless "insurance not applicable". Needs an expiry date

Operating licence / permit	Required if you answered "Yes" to the licence question. Needs an expiry date
Activity credential	Optional. Needs an expiry date
Authorisation to sign	Only if the named person is not the owner or director

Accepted files: JPG, PNG, or PDF (WebP and HEIC photos also work), up to **15 MB** each. Your documents are private and only our review team can open them. Each shows a status: **pending review, verified, or rejected**. If a document is rejected, we add a note explaining why, and you re-upload a corrected one.

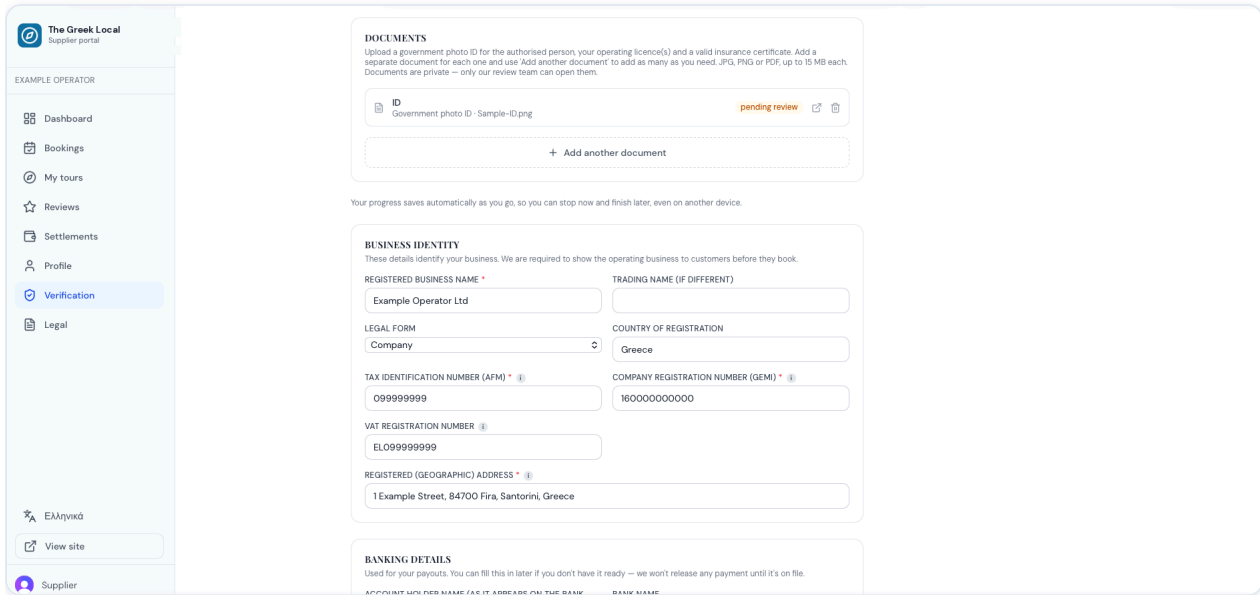


Fig. 12 — Uploaded documents appear in a list with their status ("pending review").

5g. The four declarations

Tick all four confirmations. All four are required before you can submit:

- All guides, instructors, and drivers hold the licences, certifications, and first-aid or lifesaving training their role requires.
- You have documented safety briefings and emergency procedures for your activities.
- Any activity involving animals complies with animal-welfare requirements (or no activity involves animals).
- Your tour descriptions, meeting points, inclusions, and cancellation policies are accurate.

5h. Submit for review

When the checklist at the top shows nothing "still needed", the **"Submit for review"** button becomes active. Click it. Your pack is then submitted, the form **locks** while we review it, and you see an **"Under review"** message. Items awaiting our review do not block submission; only genuinely missing items do.

IF THE SUBMIT BUTTON STAYS DISABLED

Check the list at the top for anything marked "still needed". Common causes: the legal form was not chosen, you answered "Yes" to the licence question but did not upload the licence, the insurance certificate is missing or the coverage amount is zero, or one of the four declarations is unticked.

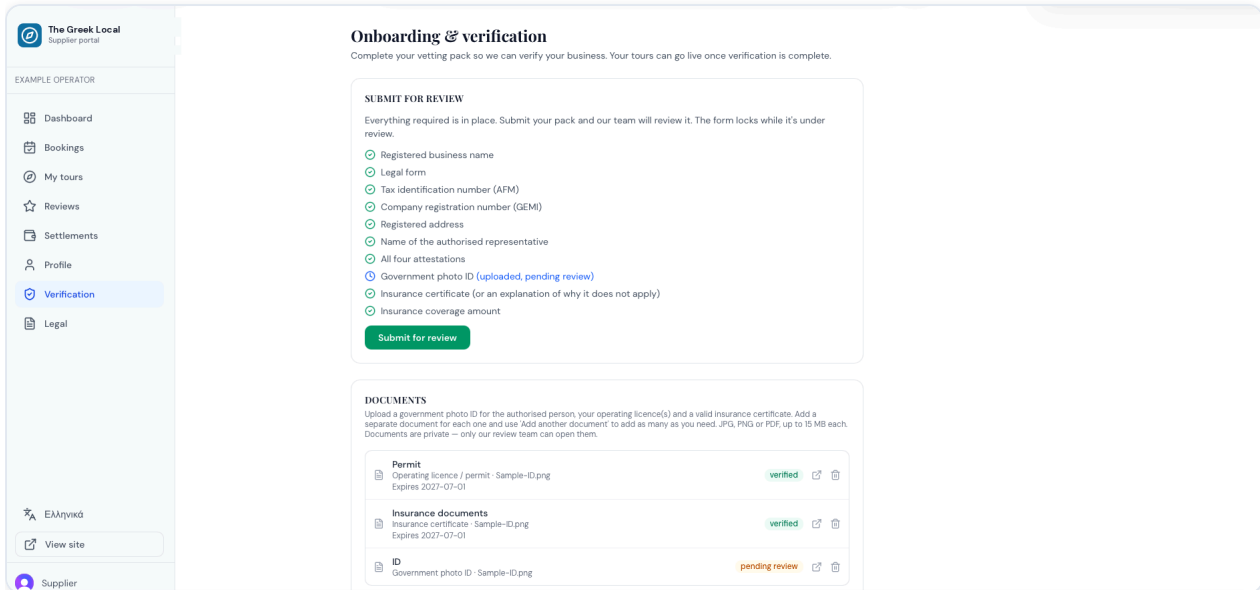


Fig. 13 — The "Submit for review" panel with the completeness checklist all green.

6 We review your pack

Our team reviews your submission. You will then receive one of two emails:

You are verified. The subject is "**You are verified on The Greek Local**"; your account is verified and your tours can go live. The button "**Go to your portal**" takes you to your dashboard.

A few changes are needed. The subject is "**Your The Greek Local application needs a few changes**". It lists the specific items we flagged, with our notes. Your application unlocks for editing again; update the flagged items and submit once more. This repeats until everything is in order.

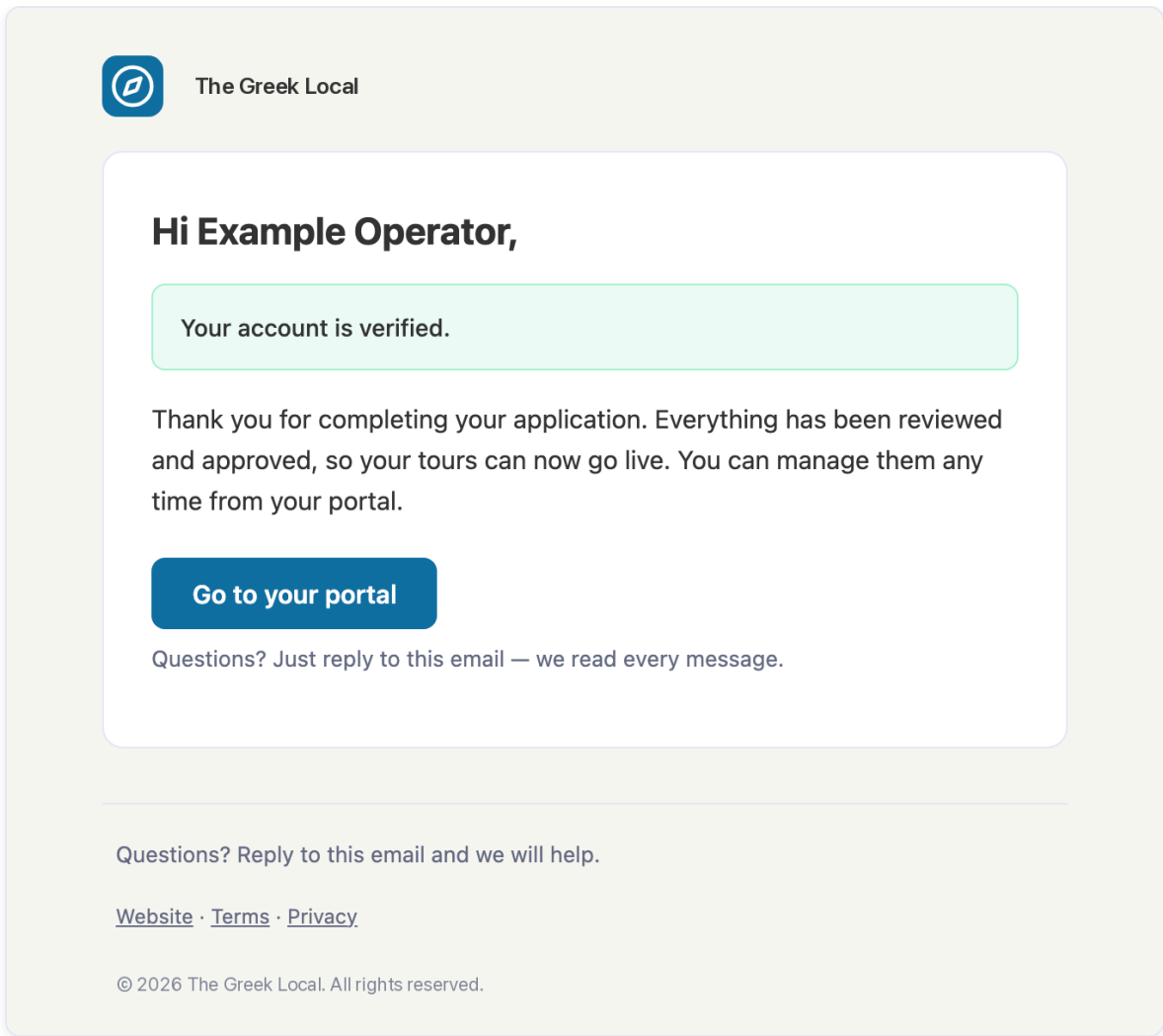


Fig. 14 — The "You are verified" email.

Once verified, your verification page shows a green **"Verification complete"** confirmation, and you can upload renewed insurance, licence, or credential documents at any time without taking your tours offline.

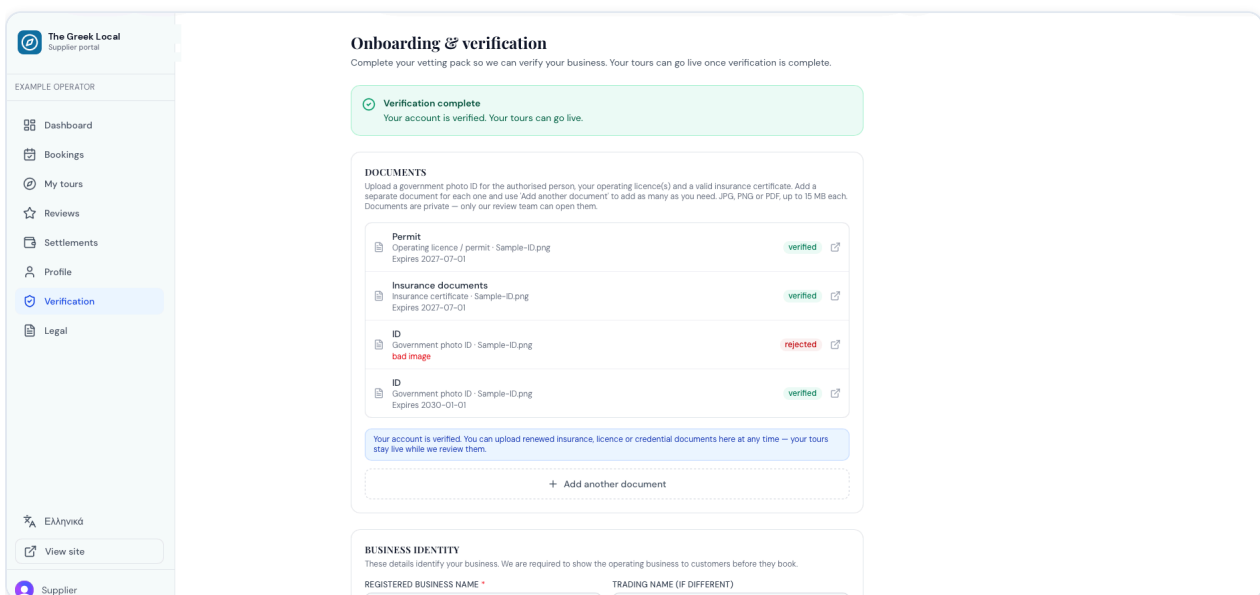


Fig. 15 — The verified state: "Your account is verified. Your tours can go live."

7 Confirm your tour listings

We prepare your tour listings for you. The final step is to review and confirm them. Open **"Confirm your tour listings"**. For each tour you will see an **"Edit"** link to change the details yourself, and a **"Preview"** link to see the public tour page as a customer would.

When you are happy that the details are accurate and that you own, or are licensed to use, every image shown, tick the confirmation box and click **"Confirm listings"**. This confirms all your listings at once.

IF SOMETHING IS WRONG, DO NOT CONFIRM IT

Use **"Edit"** to correct the tour yourself (your changes are reviewed before they go live), or use **"Contact us"** for anything you cannot change yourself, such as photos.

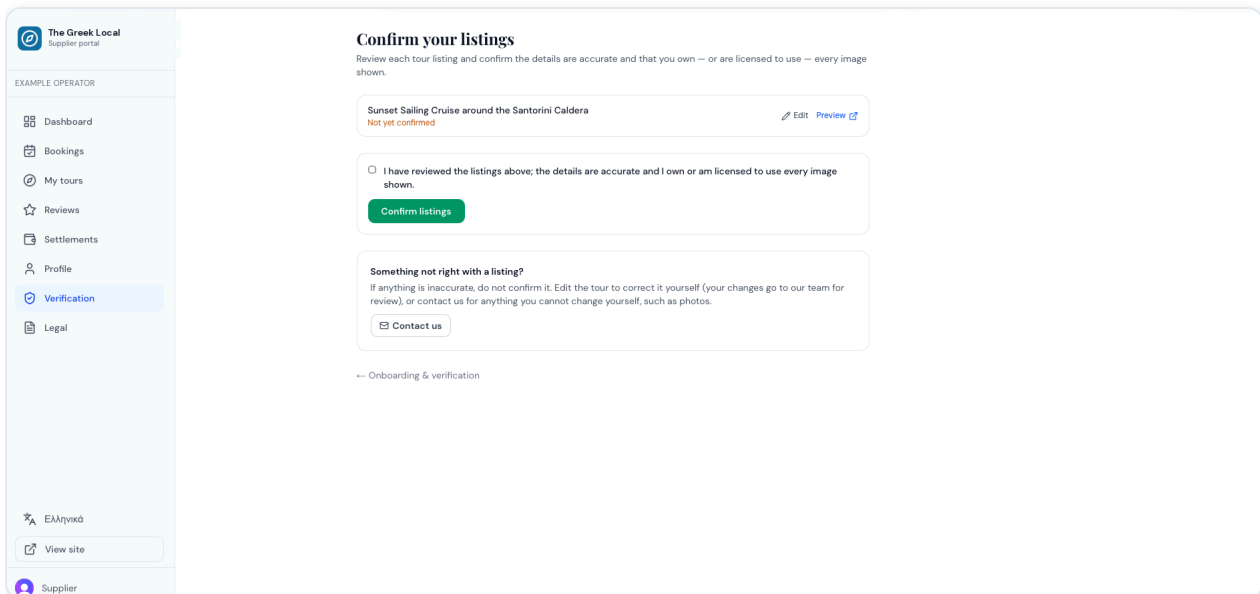


Fig. 16 — The "Confirm your tour listings" page.

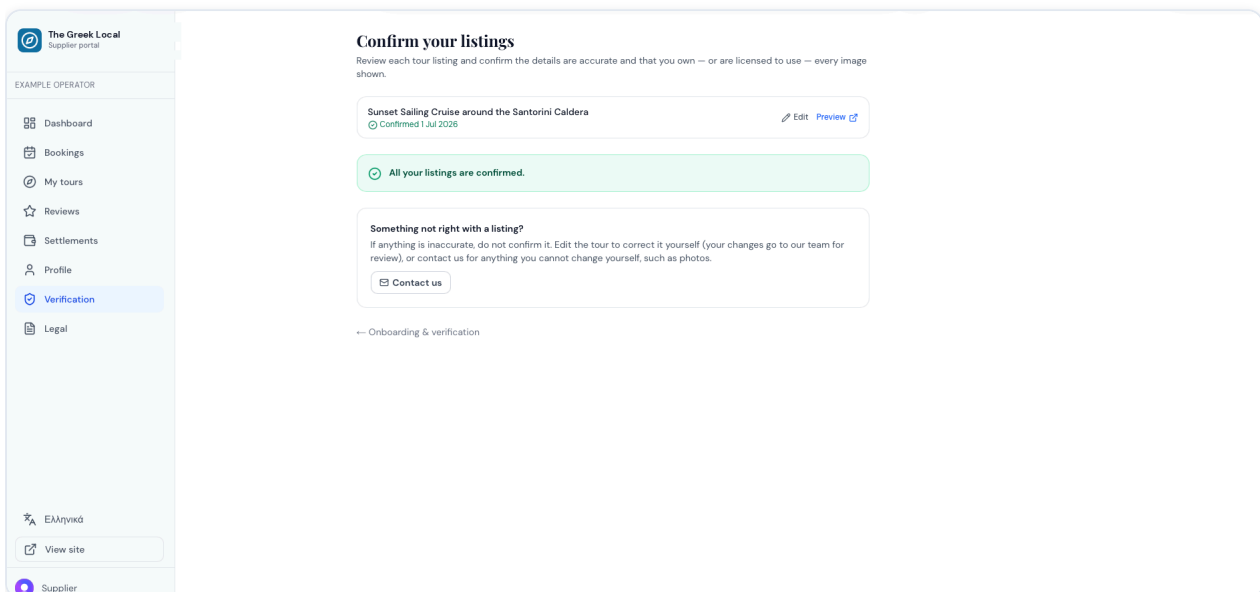


Fig. 17 — Once confirmed: "All your listings are confirmed."

After you go live

- **Managing bookings:** your dashboard shows pending requests and upcoming bookings. Customer names and phone numbers stay hidden until you confirm a booking.
- **Editing tours:** you can edit your tour details any time. Changes you make are reviewed by our team before they appear publicly.
- **Renewing documents:** once verified, you can upload renewed insurance, licence, or credential documents at any time. Your tours stay live while we review them.
- **Expiry reminders:** when a document with an expiry date is close to lapsing, we email you with an "Upload renewal" link so your tours stay live and compliant.

Troubleshooting

Problem	What to do
"Wrong email" message when claiming the account	Sign out and sign in with the exact email the invitation was sent to.
The invitation link does not work / has expired	Links expire after 14 days and a new invitation replaces any old one. Reply to the email or write to support and we will send a fresh link.
"Submit for review" stays greyed out	Check the checklist at the top for items marked "still needed". See the note at the end of Step 5h.
"An expiry date is required for this document type"	Insurance, licence, and activity-credential documents must have an expiry date. Add it, then upload again.
A document was rejected	Read our note on the document, then upload a corrected version and submit again.
I cannot finish in one sitting	Your progress saves automatically; continue later on any device.
I need to change a photo or something I cannot edit	Use the "Contact us" button on the listings page, or write to support@thegreeklocal.com .

Need help? Reply to any of our emails or write to support@thegreeklocal.com. We read every message.