



## GENERAL BOOKING CONDITIONS

**1-CONTRACTS-** tour contracts are governed by rules and regulations laid down by the International Convention relating to tour contracts (CCV) signed in Brussels on the 23 April 1970 and ratified by law n. 1084 on the 27 December 1977 and by the Statutes of law 111/95.

**2- REGISTRATION-** Registration depends on availability and acceptance of the booking has to be confirmed by the corporate organization. Registration periods are flexible unless set specifically for any particular reasons.

**3-PRICES-** The prices are set by the organizing tour operator on the basis of the cost of organizing the said tour. The price of the final balance due by the client can be increased by the Tour operator for a maximum of 10% in any event of currency fluctuations, changes in carriers and service costs. Where applicable the price includes transport by luxury air-conditioned coach, guide services, entrance fees, meals as specified, boat reservations where indicated, services of a tour leader for excursions of one or more days, accommodation in tourist or first class hotel as stated and V.A.T. Drinks during meals, extras and any other expenses not mentioned previously are not included in the cost of the tour. Reduction of 10% for children between 2 and 12 years old inclusive and accompanied children under two are carried free of charge.

**4-PAYMENT FOR ESCORTED TOURS-** A non-refundable registration fee of € 150 per land vacation per person is required at the moment of booking for us to reserve space for you. Your booking is not confirmed until the deposit is received by Italian Dream Holidays and you receive a confirmation invoice. The final balance must be paid no later than 60 days before departure. Failure to pay the final balance when due will result in the cancellation of the booking and applicable cancellation charges will be applied. For bookings made within 60 days before departure the total amount must be paid.

**5-PAYMENT FOR EXCURSIONS-** Payment in full is due from 60 days until no later than 7 days before commencement of service.

**6-CANCELLATION CHARGES-** The client may partially or completely cancel the booking at any time before departure. However cancellation fees will be applied as follows:

- 25% of the total cost of final balance if cancelled between 60 and no less than 45 days before departure.
- 50% of the total cost of final balance if cancelled between 45 and no less than 30 days before departure.
- 75% of the total cost of final balance if cancelled between 30 and no less than 7 days before departure.

No refund will be made for cancellations made less than 7 days before departure.

The registration fee is never refundable.

Tuscan Dream, Tuscany wine and villa tour will be run with a minimum number of 16 participants. In the unlikely event that the minimum number is not reached 60 days before departure, the registration fee will be refund in full and the departure date will be cancelled.

In addition no refund is made for clients not presenting themselves on departure or for curtailment of the booking. Passengers not in possession of the relative travel documents, passports etc. are not entitled to any refund.

A cancellation on the part of the client must be notified via registered letter or fax, or e-mail addressed to the tour operator. Any refund due will be settled by the corporate organization no later than 60 days from the date the cancellation was received.

**7-CANCELLATION BY THE TOUR OPERATOR-** The organizing tour operator has the right to cancel your booking, partially or totally at any time according to the rules laid down by art. 10 of the International Convention relating to travel contracts (CCV). The tour operator must refund all monies paid for any cancellation made by the corporate organization before departure. We reserve the right to cancel any departure date that has insufficient demand. We reserve the right to cancel or reschedule any vacation departure for any reason. If a vacation is canceled prior to departure, our only responsibility will be to refund to the passenger the total amount of the registration fee. We will try to re-book the same vacation with a different departure date, or a similar vacation.

In case of circumstances beyond its control such as wars, strikes, political unrest, frontier closures, and health hazards the tour operator may withhold 5% of the total amount paid towards any administrations charges, in addition to any cancellation charges imposed on the tour operator by the various airlines, rail etc.

**8-CHANGE OF BOOKING-**For operational reasons or matters beyond its control the tour operator can modify at any time or substitute alternative services for the same type and quality.

**9-RESPONSABILITES OF THE TOUR OPERATOR-**The Tour operator is responsible to the client for problems encountered solely within the limits fixed by the present law.

**10 – LIMITING GENERAL BOOKING CONDITIONS** – The responsibility of the corporate organization is strictly limited. As a tour operator, ITALIAN DREAM HOLIDAYS organizes, promotes and sells tour programs consisting of certain travel services, limited to surface transportation, sightseeing excursions, and hotel accommodation which ITALIAN DREAM HOLIDAYS reserves from various suppliers. The suppliers providing these services, are independent contractors and are not agents or employees of ITALIAN DREAM HOLIDAYS, which, therefore, is not responsible for the willful or negligent acts and/or omissions of such suppliers or any of their respective employees or representatives, including without limitation, their failure and/or inadequacy of delivery of services.

ITALIAN DREAM HOLIDAYS assumes NO LIABILITY for injury, property damage, or personal loss to you or those travelling with you in connection with any accommodation, transportation or other services resulting directly or indirectly from any occurrence or conditions beyond its control, including but not limit to acts of terrorism, defect of vehicles, break-down in equipment, strikes, theft, cancellation or changes in the itinerary schedules. The payment of required deposit or any other partial payment for a reservation for hotel package/tour/group, constitutes consent to all provisions of the conditions and general information contained in the brochure. ITALIAN DREAM HOLIDAYS accepts no responsibility for losses or additional expenses.

**11-RESPONSABILITIES OF THE CARRIERS-** The brochure and contents are published and organized solely on behalf of the said tour operator and are not organized on behalf of the carriers, who are not responsible in any way for what is published in the brochure of the agency. The carriers are accountable to the passengers only during the duration of the journey under their normal conditions of carriage, which is applicable at all times.

**12-LUGGAGE-** For safety reasons, wheeled carry-on bags are not suitable as hand luggage on motor-coaches and mini-buses. Carry-on bags must be small enough to store in overhead bins or under the seat in front of you on motor-coaches and other transportation.

**13- HOTELS** – Accommodation will be provided in hotels mentioned in the proposal or similar category.

**14 –UNUSED LAND ARRANGEMENTS** - No refund will be made for unused services after travel begins (ie: meals, sightseeing, tours, train tickets, transfers, hotels)

**15-AGENCY BOND-**The tour operator has organized with insurance Company Generali a policy n 271068732 to cover any eventual claims by clients towards the travel agency.

**16- TRAVEL DOCUMENTS-** Documents when required will be given to clients with a copy of the itinerary. All details of the booking are contained in the program.

**17-TRAVEL INSURANCE-** Italian Dream Holidays recommends that all passengers purchase comprehensive travel insurance especially for covering medical expenses.

**18- DISPUTES-** For any problems or complaints that cannot be resolved amicably between the client and corporate organization, disputes should be referred to the Rome Courts.

**PLEASE NOTE:** The corporate organization cannot be held responsible for any eventual partial closing of the Vatican Museums .It also cannot be accountable for delays , irregularities or any damage caused by a third party or forces beyond its control.

**The corporate organization apologizes for any eventual delay caused by heavy traffic.**

When a visit to a Basilica ,Church or the Vatican Museums is scheduled, it is kindly requested that both men and women dress in a manner suitable to enter a sacred place. (no shorts and no uncovered shoulders) It is not possible to visit the Sistine Chapel and the inside of St. Peter's Basilica on some religious holidays and when the Pope is holding private Ceremonies. The corporate organization is in no way responsible for any loss of valuables, which were left on the coach.

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