

## BOOKINGS

Bookings for this tour package program are received at all Italian and foreign travel agencies and tour operators authorized by Accommodation provider. The acceptance of each booking by the Accommodation provider is subject to availability. Each booking is considered completed upon receipt by the traveler / agency / tour operator of the confirmation email from the Accommodation provider at the same time as the requested deposit payment.

## PAYMENTS

At the time of booking, a 30% deposit of the price communicated by Accommodation provider must be paid. The remaining balance must be paid within or no later than the deadline communicated by Accommodation provider at the time of confirmation (less 45 days before arrival). For bookings received later than 45 days before arrival, the traveler will be required to pay the full amount of the booking at the time of confirmation. The account paid to confirm the booking will not be refundable. An exception is made in emergency cases of mandatory and legitimate impediment to the use of the holiday established by international bodies such as WHO, UN, the Council of Europe. The customer is required to pay the final balance for the reservation within three days of confirmation. If within the established term, or any derogation agreed with Accommodation provider, the account has not been paid, the reservation will be considered canceled.

## RESERVATION TRANSFER OF HOLIDAY or TOURIST PACKAGE

The traveler who is unable to take advantage of the booked trip can transfer his reservation to a person who meets all the conditions required for the trip, after having informed Accommodation provider, via registered PEC email, which must be received within at least 15 days of arrival, indicating the generality of the transferee and the declaration by the transferee that all the conditions contained in the voucher of which the transferee declares to be in possession are accepted. The transferring traveler and the transferee are jointly liable for any remaining payments.

## CANCELLATION

In the case of cancellation by the traveler, reimbursement of the balance will be provided, in percentages to be established except specific exceptions, in cases of mandatory and legitimate impediment to use the holiday, in relation to specific emergency cases established by international bodies such as WHO, UN, and the Council of Europe.

If the traveler wishes to cancel their holiday, in the absence of reasons of mandatory and legitimate impediment (see above), the following penalties will be applied:

- 25% 8 weeks before the arrive,
- 50% from 8 to 4 weeks before the arrive
- 75% from 4 to 2 weeks before the arrive,
- 100% from 2 weeks to no-show.

## SECURITY DEPOSIT

Upon arrival, the guest is required to pay a security deposit which will be returned upon departure, after deduction of any damage caused by the guest. Any problems or damage occurring during the holiday must be communicated in written form along with documented proof such as photos and/or videos to Accommodation provider no later than 24 hours from its occurrence.

## RESPONSIBILITY

Accommodation provider if for reasons beyond its control could not make the booked accommodation available, is authorized to assign the customer a tourist package with characteristics very similar to that selected by the customer, without increasing the price. If this is not possible, the customer is entitled to a full refund of the amount paid.

## INSURANCE POLICY COVERAGE

The organizing company (Accommodation provider) is covered by Insurance Policy No. 002147.32.300048 of 05/30/2014 R.C.T. from the Company, Società Cattolica di Assicurazione Cooperative, for the coverage of risks deriving from the participation of people in travel and accommodation programs as well as the guarantee of the exact fulfillment of the obligations towards the user of the tourist services as foreseen by the L.27.12.77 n .1084 (CCV) and Directive 314/90 EEC

with guarantee ceilings for RCT € 2,000,000.00 per claim with the limit of € 2,000,000.00 per person and € 2,000,000.00 per claim for material damage, with the limit of € 2,000,000.00 per person. Ceilings for property losses € 30,000.00 per insurance year with the limit of € 15,000.00 per claim and with the limit of € 15,000.00 per person.

#### JURISDICTION

This contract is regulated by Italian law. Any controversies will be dealt with within the exclusive jurisdiction of the Court of Siena. will be exclusively competent