

GENERAL CONDITIONS

1. DISCIPLINE

The travel contracts relating to this program are understood to be subject notwithstanding any clause contrary to the Law 27.12.77 n.1084 of ratification and execution of the International Convention relating to the travel contract (CCV) signed in Brussels on 23 April 1970 and to the Directive No. 90/314 / EEC and Legislative Decree 17.3.95 No. 111 implementing Directive 90/314 / EEC concerning travel, holidays and "all inclusive" packages.

2. TECHNICAL ORGANIZATION

Technical Director, Dr. Nicoletta Innocenti.

3. BOOKINGS

Bookings for this tour package program are received at all Italian and foreign travel agencies and tour operators authorized by **VERDI** or directly by contacting our **VERDI** office in The acceptance of each booking by the **VERDI** is subject to availability.

Each booking is considered completed upon receipt by the traveler / agency / tour operator of the confirmation email from the **VERDI** at the same time as the requested deposit payment.

5. 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 **VERDI**, 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.

6. 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% from 45 to 35 days before the arrival
- 50% from 34 to 25 days before the arrival
- 75% from 24 to 15 days before the arrival
- 90% from 14 to 5 days before the arrival
- 100% from 4 days to no-show

7. 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 **VERDI** no later than 24 hours from its occurrence.

8. RESPONSIBILITY

VERDI 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.

9. VALIDITY

This program is valid from 06/01/2026 to 05/01/2027.

10. INSURANCE POLICY COVERAGE

The organizing company (**VERDI**) 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.

11. 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.

12. ADMINISTRATIVE AUTHORIZATION

Issued by the Province of Siena No. 0049 of 26.01.94 for technical organization regarding the Tour Operator activity and No. 0071 of 07.07.97 for the extension to the travel agency activity on behalf of **VERDI**. Insurance coverage Società Cattolica di Assicurazione - Cooperative Company Policy No. 002147.32.300048 |

Ceiling € 1,500,000.00.

13. OPERATIONAL HEADQUARTERS and LEGAL HEADQUARTERS