



TERMS AND CONDITIONS - EXTRACT

A. DEFINITION

All Tours, otherwise defined as "Package Tours", are offered jointly by **Relais Franciacorta** (hereafter indicated also as R.F.) and the Tour Operator **VITOR s.r.l.** (hereafter indicated also as the "T.O."), and are sold in accordance with [EU Directive 90/314](#) ("Council Directive on package travel, package holidays and package tours) and [Italian Law 79/2011](#) ("Codice del Turismo").

The Tours are composed of the following services:

1. **Hotel services** (rooms, meals, etc.), supplied by R.F. at its location
2. **Tour services** (transportation, guides, etc.) supplied by VITOR.

and will be invoiced separately by each party.

B. BOOKING - CONFIRMATION

Bookings can be made directly with the Hotel at info@relaisfranciacorta.it or with VITOR at info@vitor.it.

Booking should be secured with a Reservation Fee of € 200 per person paid at time of booking to the T.O. The reservation fee is non-refundable unless:

- a) the T.O. cancels your tour anytime, or
- b) you cancel within 72 hours from the time of booking, anytime earlier than 42 days before the scheduled start of the tour.

After receiving the payment of the Reservation Fee, both R.F. and the T.O. will send you:

- a) a Confirmation Note, confirming that your booking is taken and accepted, in respect of all persons travelling;
- b) a Payment Schedule Note, reporting information on the sums due and on payments terms until the start of the trip.

At booking, a valid credit card number will be required as a guarantee for the payment of Hotel Services.

C. SALES CONTRACT

Following booking, however not later than 28 days from the date of departure of the tour, the T.O. will issue the Sales Contract and send it to the email address indicated by you. In case you ask for documents to be also printed and shipped to your address, courier shipping costs will be charged to you.

The Sales Contract includes at least the following information:

- a) Tour Services provided by the T.O.
- b) Start and end dates, length of tour,
- c) Price of tour, exclusions,
- d) Payment schedule,
- e) Transport (means, characteristics, etc.),
- f) Itineraries, visits, excursions, included services provided by Authorized Tourist Guides,
- g) Detailed information about the T.O.'s Mandatory Coverage and other Insurance Covers asked for by the customer,
- h) Cancellation policy and compensation.

You should return to the T.O. the countersigned Sales Contract, complete in all its parts, not later than 21 days from the start of the tour, via email. The T.O. reserves the right to cancel bookings if it does not receive the countersigned completed Sales Contract within the term indicated above.

D. PAYMENTS AND INVOICING

The following payment schedule applies:

- Within 21 days of tour departure date: balance of total cost of Tour Services (Final Payment = Total Cost of Tour Services - Reservation Fee), to be paid to the T.O.
- At hotel check out: total cost of Hotel Services, to be paid to R.F.

If you are booking within 21 days from departure, then full payment of Tour Services is required.

Payments must be credited in Euros (€) by the following means:

- Credit Cards: Visa, MasterCard, American Express, Diner's
- Paypal
- Wire transfers, to the account as indicated in the Payment Schedule Note.

Third-party credit cards are not acceptable.

In accordance with the Italian Fiscal Legislation, the T.O. will issue the Invoice for the full amount of the Tour Services only after your account has been paid in full within the appropriate terms and it has received an undersigned copy of the Sales Contract by email.

E. CANCELLATION

Cancellation of a booking by you will only be accepted in writing (email is accepted). You should send cancellation to:

VITOR s.r.l.
Via Aldo Moro 16
25124 Brescia - Italy

or to info@vitor.it.

You may decide to cancel the full Tour (Tour + Hotel Services) or only the Tour Services.

The following charges will apply separately:

A) Tour Services:

- Earlier than 21 days from departure date: 100% Reservation Fee
- From 20 days to 8 days from departure date: 70% of total Tour Services costs,
- From 7 days to departure date: 100% of total Tour Services costs.

B) Hotel Services:

- Earlier than 21 days from departure date: 20% of total Hotel Services,
- From 20 days to 8 days from departure date: 90% of total Hotel Services,
- From 7 days to departure date from departure date: 100% of total Hotel Services.

Any payment made upfront will be refunded (with a deduction due to bank charges for money transfer).

The T.O. reserves the right to cancel your reservation if balance of Tour Services Cost is not paid within 21 days of departure date, in which case the Reservation Fee will not be returned.

F. INSURANCE

It is highly recommended that you and all members of your party take out comprehensive travel insurance before you travel on your Tour, and that it is adequate for your needs.

In case you are not covered by your own policy, you can subscribe the T.O.'s comprehensive travel insurance, covering medical expenses and other risks.

For additional information regarding coverage, pls go to www.vitor.it/insurance

G. START AND END OF TOUR - DELAYS

All Tours start with the check in at the Hotel, from 2.00 p.m. on Day 1, and end with the check out at the Hotel, not later than 11.00 a.m. on Day n+1.

In case you are aware of a delay in showing up, please notify R.F. with your updated arrival time.

Persons missing tour portions or components (including, but not limited to, meals, excursions or sightseeing tours) due to delays or cancellations will not be refunded.

H. GENERAL

All contracts are governed by Italian and European Law and are subject to the exclusive jurisdiction of the Italian Courts.