

#### BOOKING AND PAYMENT

Upon booking, which must be done exclusively through the designated form, completed in its entirety and signed by the customer, the payment of the entire registration fee and a deposit equal to 30% of the participation fee is required. The full balance of the participation fee must be made at least 30 days before departure. In case of bookings made in the 30 days prior to the departure, the immediate full payment of the participation fee is required. Failure to pay the amounts above mentioned by the dates established, is considered a termination clause that can determine, by the intermediary agency and/or the organizer, the legal termination of the contract.

#### WITHDRAWAL BY THE CUSTOMER

The consumer may withdraw from the contract, without paying penalties, in the following cases: - increase in the price to an extent exceeding 10%; - significant change of one or more elements of the contract objectively definable as essential for the fruition of the holiday package as a whole and proposed by the organizer after the conclusion of the contract itself but before the departure and not accepted by the consumer. In the cases mentioned above, the consumer has the right to either: - accept a different holiday package, without extra charge or with the refund of the price difference, should the second package cost less than the first; - receive the refund of the amount already paid. If the consumer does not communicate his decision to accept the modification or to withdraw from the contract within two working days from the time of receiving the notice, the proposal is considered accepted. The consumer who withdraws from the contract before departure, outside the options listed above, will be charged, regardless of the down payment and in addition to the registration fee, the insurance premiums, the following penalty percentages calculated on the basis of how many days before the start of the trip the cancellation occurred:

up to 30 days prior to arrival no cancellation fee  
from 30 to 10 days before 30%  
from 10 to 4 days before 50%  
from 3 to 0 days before 100%

#### CONSUMER OBLIGATIONS

During the negotiations and however before the conclusion of the contract, Italian citizens are provided with written information of a general nature - updated to the date of the printing of the catalog - concerning to the health obligations and the necessary documentation for expatriation. Foreigners must obtain the corresponding information through their diplomatic representations present in Italy and the respective official government information channels. In any case, consumers will see, before departure, to verify the update with the competent authorities (for Italian citizens the central police station or the Ministry of Foreign Affairs via the website [www.viaggisicuri.it](http://www.viaggisicuri.it) - tel 06/491115) adapting accordingly before the departure. In the absence of such verification, no responsibility for the non-departure of one or more consumers can be attributed to the seller or the organizer.

#### COMPLAINTS AND CLAIMS

Any failure in the fulfillment of the contract must be contested by the consumer without delay so that the organizer, the local representative or the tour guide can immediately find a solution to the problem. The consumer can also make a complaint by sending a recorded-delivery letter with advice of receipt, to the organizer or the seller, within 10 working days from the date of return to the place of departure.

#### PRIVACY

Please note that all personal data will be processed in full compliance with the provisions of law No. 575/1996 and that the personal data processing is finalized to the accomplishment of the services object of the holiday package by the Company. The personal in data will not be disclosed to third parties in any case and may be deleted at the request of the consumer at any time.

**Information according to the Law:** Compulsory communication according to article 17 of law No. 38/2006:

"The Italian law punishes with imprisonment for offenses relating to prostitution and child pornography, even if committed abroad"

#### HOTELS

The official category of hotels in the catalog has been established by local authorities on the base of the enforced criteria in each country. Sometimes, this classification may deviate, even significantly, from the quality standards present in our Country. The information relating to the equipment and optional services offered are provided by the individual hotels and updated at the time of the printing of catalog. Any inaccuracies are due to the autonomous needs of the hotels from which the T.Os. decline all responsibility. **Accommodation** - The accommodation: is normally provided in double rooms with separate beds. Only a few hotels have three-bed rooms; the rooms defined as **"triple"** are generally **double rooms with an added bed / cot** which can be inconvenient for accommodating three adults. **Single rooms are available in limited numbers**, subject to supplement and less spacious than double rooms.

Current legislation requires that the rooms are made available to guests after 03:00 PM on the day of arrival and are vacated by 10.00 AM on the day of departure, regardless of the flight departure time. The occupation of the rooms, after this time, is responsibility of the customer. No refund is provided for room occupancy beyond midnight caused by aerial operations already known to the customer or otherwise foreseeable at the time of booking.

**Treatment** - Unless otherwise indicated, is to be considered: **half board** = overnight stay, breakfast and dinner; **full board** = accommodation, breakfast, lunch and dinner. The treatment of **full board meals will start from dinner** on the day of arrival **and will end with breakfast** on the day of departure (flight hours permitting). No refund is provided for meals not used for any reason (flight times, delays, etc ...) and services not used for early return decided by the customer.

#### EXCURSIONS

The excursions and any additional services purchased directly on site and not included in the price of the holiday package are unrelated to the object of the travel contract.

#### PARTICIPATION FEES

The fees are expressed in EURO in units and are to be intended per person for accommodation in a room occupied by two people.

**Validity of the fees** The fees may be changed up to 20 days before the departure date as a consequence of the variations in: costs of transport (including fuel cost), rights and taxes on some types of services such as landing fees, disembarkation or boarding, security in ports and airports, currency exchange fees (where the value or date of conversion is indicated in the price table).

**Duration of the journey** - when calculating the duration of the trip, the day of departure and return must be included regardless of the departure times of the means of transport. The fees include - at the beginning of each section of the catalog, you will find the paragraph "the fee includes" which lists the standard services included for all the holiday proposals that follow. Any changes are indicated in the description of the individual hotels.

**Reductions** - it is in no way possible to apply any offers and / or reductions to the fees published in the catalogs of the operators from which the trips are taken.

**Adults** - the "adult" reductions are only applicable to the third and eventual fourth person accommodated in the room with two people paying the full fee. **Children** - Children up to 1 year, not occupying the air/bus seat, are transported free of charge (unless otherwise indicated); living expenses must be paid on the spot. The reductions / fees "children" are provided, unless otherwise indicated, for children from 2 to 11 years old, accommodated in a room with two people paying the full fee and are applicable only to the first week of stay. Fixed-rate slots are available in limited numbers and subject to reconfirmation at the time of booking.

**Minimum number of participants** - tours and holidays are subject to reaching the minimum number of participants specified in the price tables. Failure to achieve this minimum will be announced at least twenty days before departure and may result in the cancellation of the trip and / or review of the sale price. **Slot availability** - A limited number of slots are available for all the facilities included in the catalog at the rates indicated.

#### CONSUMER PROTECTION

We inform our customers that, in the event of a dispute, they can contact Telefono Blu (199443378) or the consumer protection associations present in their territory.

*Technical Organization:*

*APPENNINO SLOW scarl Via del Poggio, 30 40050 LOIANO BO VAT Number and Tax Code 01935621209 SDI code:*

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