

TERMS AND CONDITIONS:

IT-Excellence endeavors to provide accurate quotes and product descriptions for all our featured tours, hotel and activities. We reserve the right however to correct any errors, inaccuracies or omissions and to change or update information at any time without liability or prior notice. Fares and rates for any tickets, hotels and other travel service providers as well as exchange rates fluctuate regularly therefore we recommend immediate payment to guarantee quotes. Rates will be rechecked at the time of payment and any increases (fares, rates, taxes, etc.) are due and payable regardless of earlier quotations.

We know that booking holidays, experiences and travel arrangements using Internet is a new experience for many people, often approached with an understandable amount of caution. Having to deal with a company based in a foreign country, understandably makes some people reluctant to proceed beyond just obtaining information. The nature of our business requires an often lengthy communication process to finalize arrangements. Anyway, you will be in touch directly with one of our English speaking Tourism Advisors, creating with him/her a relationship of trust. These terms and conditions apply to all our services and can only be modified with prior agreement from us in writing.

PASSPORTS

Please insure you have a passport valid for six months and appropriate visas are in order before your departure. IT-Excellence will not accept any responsibility should you be refused entry to a country because you lack correct documentation.

TRAVEL INSURANCE: Tour rates do not include medical or travel insurance and we strongly recommend that you purchase insurance cover, including medical evacuation coverage before your departure.

RESERVATIONS

Upon receipt of a reservation request we check availability, make a provisional reservation, confirm the price and send details of our booking details and the payment options available. As soon as we receive the deposit, balance or full payment we confirm receipt, make firm reservations and confirm all other arrangements, including the dates when balance payments are due, if applicable. Full details of each payment option available will be set out clearly in our final booking confirmation, including any payment method discounts or service charges.

PAYMENT TERMS:

20% non-refundable deposit at time of confirmation*

Final balance is due 60 days prior to arrival

**Deposit amount subject to change based on domestic flights included and/or peak season travel dates. Some details of the trip may be subject to change based on changes that have occurred during the organization. The customer will always be informed.*

The above payment condition can be changed by tour by tour due to special accordance with you.

ON RECEIP OF FULL OR FINAL PAYMENT

Upon receipt of the full or final payment we will re-confirm all arrangements, send tickets, etickets or vouchers, provide address and contact details, telephone and fax numbers and all final information.

PAYMENT OPTIONS

Bank international transfers or credit cards (Visa, MasterCard, Amex). Payment Procedures will be sent by your correspondent of It-Excellence. In certain circumstances we may need to verify the credit card before processing the transaction.

CANCELLATION POLICY

All cancellations must be made in writing and acknowledged by It-Excellence. When there are any charges or prepayments due according to the policies of hotels, airlines, cruises and other contractors of IT-EXCELLENCE, you must be requested to pay cancellation fee.

Cancellations are subject to the following penalties of the full trip price:

- 20% non-refundable deposit due at the time of confirmation
- 60-46 days prior to arrival: 50% penalty
- 45-31 days prior to arrival: 75% penalty
- 30 days or less prior to arrival: 100% penalty

Note: Depending on airlines, hotels and cruises cancellation policies, the above cancellation policy is subject to change. Cancellation of concert ticket, train ticket and so on can be subject to full penalty.

COMPLAINTS:

If you are dissatisfied with any aspect of our services while you are on your holiday, you must address your complaint immediately to It-Excellence in an e-mail to your correspondent in order for us to take immediate action. If you would like to file a formal complaint, please submit in written form within 3 days after the service.

IT-EXCELLENCE & THIRD PARY SUPPLIERS:

IT-Excellence is responsible for creating and booking tour services and otherwise acts as an agent for third party providers in all our destinations. It is our duty and assurance to conduct regular quality control of all suppliers we contract with, however we are not responsible for, and make no warranty or representation about, third party suppliers, their products and services.

LIABILITY DISCLAIMER:

IT-Excellence is not liable for the acts, errors, omissions, representations, warranties, breaches or negligence of any third party suppliers or for any personal injuries, death, property damage, or other damages or expenses resulting therefrom. IT-Excellence is not liable in the event of any delay or default in your booked tour package and any loss or damage caused by unforeseeable conditions including, but not limited to, natural disasters, epidemics/pandemics, adverse weather conditions, fire, government restrictions, war, insurrections, riots, strikes, terrorist activity and/or any other cause beyond our, and our suppliers reasonable control and take no responsibility for

any additional expense, omissions, delays or re-routing, however we will ensure our best possible service to solve such a situation as it arises.

PERSONAL DATA PROTECTION:

At all points where we collect your personal information, we will store securely and not pass your data onto a third party. We may contact you occasionally with products and services related to It-Excellence. You may contact us at any time to access or amend your information or request not to receive further communication from us.

Governing law and jurisdiction

This legal notice shall be governed by and construed in accordance with Italian Law. Disputes arising in connection with this legal notice shall be subject to the exclusive jurisdiction of the Italian courts.

Privacy

Pursuant to art. 13 of Leg.Decr. no.196/2003, therefore, we communicate the following information: The data provided by you will be used in the performance of our booking services and to respond to requests of information.

With the confirmation of the travel, the guests are supposed to be informed about this TERM & CONDITIONS document.

Asolo, 2nd January 2018

It-Excellence - licensed Travel Agency by Asolando di Ballestrin Chiara - IT04780780260