

# **TERMS AND CONDITIONS**

## **General Conditions 2015**

SUNNY TUSCANY & ITALY organizes and carries out the tours featured in this program conforming to the text established pursuant to and in accordance with D.L. 111/95, approved by EEC regulation no. 90/314. In the presence of any opposite clause, the contract is regulated by the regulations of Law no. 1084, dated 27<sup>th</sup> December 1977, in accordance with the ratification and execution of the International Convention on Travel Contracts (CCV).

### **PRICES**

Prices and programs are valid from 1<sup>st</sup> April to 31<sup>st</sup> October 2015. In case of unexpected increases in the prices per person, exceeding 10%, as a result of the imposition of new taxes or fees, the rates will be updated and the clients notified of changes in writing. Services included in the price per person are explicitly mentioned in the brochure and on the website.

### **REDUCTIONS**

Unless otherwise stated in the description of the tour, tours are free for children younger than 5 years old. A 50% reduction in price is provided for children aged between 6 and 12 years old, unless more advantageous conditions are offered for some tours as indicated in the catalog on the website.

### **RESERVATIONS**

Confirmation of reservation is subject to availability of places, languages spoken by the guide, entrance fees to museums, etc.. .

### **CANCELLATION POLICY**

No penalty is provided for cancellations of tours or services received in writing to SUNNY TUSCANY & ITALY up to 48 hours before the departure time of the tour or service. Cancellations communicated to SUNNY TUSCANY & ITALY in less than 48 hours before the departure time of the tour are subject to a penalty of 100% and do not give the right to any refund. No refunds will be granted to any client who is not present at the starting point of the tour at the appointed time; similarly, no refund will be given to clients who lose contact with the guide or who do not complete the tour.

SUNNY TUSCANY & ITALY reserves the right to cancel, advance or postpone the start of a tour or service for operational needs or for reasons due to force majeure, which impede the normal running of the tour. Whenever, due to operational difficulties or force majeure beyond its control (travel conditions, strikes, changes in opening / closing times of museums, unforeseen closure of museums, delays or other setbacks), SUNNY TUSCANY & ITALY is obligated to change the program,

an alternative itinerary and / or visits to other museums will be proposed without and variation to the established price and by giving notice to the client before departure. If, for any reason, SUNNY TUSCANY & ITALY have to cancel the tour, the customer will be entitled to reimbursement of the sum paid. Moreover, SUNNY TUSCANY & ITALY is not responsible for additional expenses that may be incurred by a client in relation to the canceled tour or service (i.e., hotels, flights etc..).

## **TOUR INFORMATION**

The regular tours in the catalog on the website are offered in English, Italian, Spanish, French and German. The English and Italian languages are always guaranteed.

For guided tours in the Florentine museums, the participants will be supplied with earphones, if there are at least 10 people in the group: in this case, if you lose or don't return the earpiece, you will be required to pay a penalty fee.

## **PAYMENT**

Full payment is required at the time of booking.

## **RESPONSIBILITY**

SUNNY TUSCANY & ITALY isn't liable for damages caused by third parties or for reasons of force majeure and can't be held responsible for the loss of money, valuables, baggages and objects happened during the tours. During the periods of greatest tourist attendance, despite a reservation, the admission to museums may be subject to delays, absolutely not attributable to the responsibility of SUNNY TUSCANY & ITALY.

## **INSURANCE**

The tours scheduled in the online catalog are covered by public-liability insurance toward third parties, with the indemnity limits and the guarantees laid down in the D.L. 111/95, under MAA (MILANO ASSICURAZIONI) policy No. 5496501176801.

## **CLAIMS**

Any complaint by the customer must be communicated in writing to SUNNY TUSCANY & ITALY sending a mail at [info@sunnytuscanytours.it](mailto:info@sunnytuscanytours.it) within and no later than 10 working days after the date of the tour.

## **PRIVACY**

In special emergency cases, unless otherwise pronouncement by the involved party, the data on the trip may be disclosed to family members who need to track the user. If you wish to exercise restraints to that reported in this paragraph, please write to [info@sunnytuscanytours.it](mailto:info@sunnytuscanytours.it).

Unless otherwise stated by the involved parties and subject to the terms prescribed for preserving the tax / administrative records, SUNNY TUSCANY & ITALY will store in its archive, as confidential, all the data related to services supplied, for the sole purpose of ensuring the same personalized

services in response to possible future requests. If you wish to exercise restraints to that reported in this paragraph, please write to [info@sunnytuscanytours.it](mailto:info@sunnytuscanytours.it).

The customer declares to have been authorized to disclose personal data relating to any other participants in the purchased tour, to whom the customer itself will communicate the contents of the information above mentioned and from whom the customer itself has received delegation to manage relationships with SUNNY TUSCANY & ITALY.

For any further detailed information, please refer to the User Privacy Policy.

## **JURISDICTION**

Any dispute will be settled by the Court of Pistoia.

## **ORGANIZATION**

SUNNY TUSCANY & ITALY di Capperi Silvia

Via Giotto 6 – 51100 PISTOIA, ITALY

Auth. No. 0150260 dated 7<sup>th</sup> November 2013

VAT Registration no.: 01814860472

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