

GENERAL CONTRACTING TERMS & CONDITIONS VENICE & ROME TOURS

These General Contracting Conditions, herein referred to as "GCC", shall govern the relations established between KUONI DESTINATION MANAGEMENT S.P.A.(from now on KUONI DMC), and users making reservation by us.

1. Contracting procedure: The contracting of any of our services implies acceptance of each and every one of the General Contracting Conditions.

The steps to follow are:

- 1) Selection of the desired service.
- 2) Reading of the present General Contracting Conditions.
- 3) Payment for the service with credit card.
- 4) Confirmation by KUONI DMC of the reception of acceptance and payment.
- 5) KUONI DMC shall send an e-mail to the address that the party accepting these conditions has indicated within a period of 24 hours following the reception of the acceptance, confirming payment.

KUONI DMC markets its own products for which it requires the collaboration of other firms and suppliers, such as for example its private tours that include the sale of admission tickets, or tours for which transport must be booked, or tours that require a minimum number of participants, etc.

In such cases, the customer shall consider the service as having been notified at the time of purchase; however, KUONI DMC shall have 72 hours in which to cancel it if any incident should arise in connection with the provision of the service (events of force majeure or reasons beyond the control of KUONI DMC: purchase of admission tickets, booking of transport, etc.).

In the event of cancellation or of the services requested not being available, KUONI DMC shall contact the customer and offer the following options:

- A refund in full of the amounts paid by the customer to KUONI DMC.
- Provision of the services on other dates, if available and if the customer so wishes.

The non-availability of the services requested shall not entitle the customer to any compensation other than a refund of the amount paid. In the absence of any communication from KUONI DMC during this period, the purchase is automatically confirmed.

2. Kuoni DMC desk: Kuoni will set up a hospitality desk, attended by Kuoni personnel, at the hotel of the Event and during the duration of the event to give information, attend changes or cancellations, provide maps and other materials, etc.

3. Payment method and security:

Full prepayment is needed prior to the event date.
In order to make the payment, it is possible by credit card.
Invoice will be sent by email only after confirming payment.

4. Client cancellation of tour or no-show: no refunds will be given to clients who, for whatever reason, cancel tours they have previously reserved or who do not show up for the tour. However, clients may change the date of their reservation. Notification of cancellation and changes must be made in writing to KUONI DMC or personally at the Hospitality Desk set for this purpose, who will reserve the right to charge an administration fee.

The transportation and tours rates are based on 2017 and they might be subject to increase in 2018.

5. Bad Weather: None of the tours offered will be canceling due to bad weather conditions such as rain or wind.

6. Complaints: clients who wish to file a complaint may fill out a complaint form available at our office.

7. Insurance: Prices quoted on the web do not include medical insurance; clients may arrange private cover if they wish.

8. Special Terms and conditions of Venice & Rome Daily Sightseeing Tours:

These tours include the transportation mentioned in the description, the guiding service, the entrance tickets to monuments specified as included in the program and the VAT (subject to variations by the Italian Government).

The tours require a minimum of participants indicated for each of them, If the minimum number of participants has not been reached, KUONI DMC reserves the right to cancel the tour.

Venice Tours:

Full Day Verona: Minimum of 20 and maximum of 50 pax

Full Day Valpolicella: Minimum of 20 and maximum of 50 pax

City Tour & Gondola: Minimum of 10 and maximum of 30 pax

Tintoretto e Tiepolo: Minimum of 15 and maximum of 30 pax

Island Tour Murano Burano Torcello: Minimum of 30 and maximum of 110 pax each boat

Secret Venice: Minimum of 15 and maximum of 30 pax

Mystery Venice: Minimum of 15 and maximum of 30 pax

Venice Tour and Peggy Guggenheim: Minimum of 10 and maximum of 30 pax

Bacaro Tour: Minimum of 15 maximum of 30 pax

Being the maximum capacity of one tour reached and having enough passengers to meet minimum pax requested for a new tour, Kuoni would consider arranging an additional coach.

Post Symposium trip:

Rome Tours: Minimum of 10 maximum of 40 pax.

If the minimum number of participants has not been reached, KUONI DMC reserves the right to cancel the tour. In the case demand exceeds the maximum offered, KUONI DMC will request further availability to hotels.

Cancellations, reductions or changes to the tour reservation in Rome later than 4 weeks prior to the arrival, or now shows, will be charge in full.

Additional Considerations:

KUONI DMC reserves the right to change the times, the itinerary and the point of departure from causes of force majeure or reasonable causes.

Please note that all our coach tours involve some walking. Clients must follow the guide's instructions, the guide being the only person authorized to modify the route of the visit or excursion if the circumstances require it.

KUONI DMC does not accept responsibility for delays, accidents, losses and robberies in or outside the bus, damage or any irregularities that may occur during any tour.

Tours departure point: Hotel front door. Please arrive minimum 10 minutes before departure.

By booking any KUONI DMC tour, clients accept the terms and conditions.

9. Personal Data Protection: The identifying and personal data provided within the framework of the present Web site are confidential and shall comprise part of the files that are the property of the company KUONI DMC with the objective of processing and managing the purchase, as well as providing information about our products requested through our Web site.

10. Competent jurisdiction: All commercial transactions made are subject to Italian legislation. In the case of any discrepancy that could arise during the execution or interpretation of the present conditions, the parties - expressly waiving their own jurisdiction - expressly submit to the Courts and Tribunals of Rome.