

EFFATA' TOUR

Via Tre Denti, 1 – 10060 Cantalupa (Torino) – Tel 0121353452 – Fax 0121353839 – tour@effata.it

Terms and Conditions

Effatà Tour di P. Pellegrino (“Effatà Tour”) is a Travel Service Provider located in 1, Via Tre Denti, IT-10060 Cantalupa (Torino) – VAT 10291470010 – CF PLLPLA60R25L219J – Company Registration in Cantalupa (Torino) Municipality-Register D.I.A. n. 2387 (09.04.2010) – Public Liability Insurance: Insurance Policy Filo Diretto Assicurazioni n. 1505000267/R

By booking a tour, you acknowledge you have read, understood and agreed to all of the following terms and conditions:

1. Booking and payments

Reservations can be requested sending Effatà Tour an e-mail at tour@effata.it and are subjected to availability. Reservations will anyway be considered as provisional until Effatà Tour have received a deposit of 25% of the amount due per person, payable by bank transfer. Confirmation of your booking will be sent to you on receipt of the deposit.

The balance must be received by Effatà Tour within 30 days prior to the departure of the tour. When the booking is effected less than 30 days prior to the departure of the tour, the full amount is payable at the time of the booking. After the full payment of the tour, you will receive full details on itinerary and accommodation.

In failing to receive the full payment by the due date, Effatà Tour reserves the right to cancel the booking and retain the deposit.

2. Changes

Any change by your side must be sent in writing and involves no additional cost if received within 45 days prior to the departure of the tour.

Changes of tour or departure date by your side received by Effatà Tour less than 45 days prior to the departure of the tour will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out in Paragraph 3.

Changes by your side of pre- or post- tour arrangements will be subject to the payment of any cost imposed by any of our suppliers.

Effatà Tour reserves the right at any time to change any of the facilities or services described (including transportation, accommodation or other arrangements) and to substitute them with alternative arrangements of comparable monetary value without compensation.

3. Cancellations

Any cancellation must be sent in writing and becomes effective on the date we receive the notification. Applicable charges are as follows:

- up to 45 days prior to the departure of the tour, Effatà Tour will refund the paid deposit deducted of an administration fee corresponding to 10% of the price of the tour;
- from 44 to 30 days prior to the departure of the tour, Effatà Tour will keep the deposit paid – corresponding to 25% of the price of the tour – as cancellation penalty;
- from 29 to 15 days prior to the departure of the tour, Effatà Tour will keep 50% of the tour cost paid as cancellation penalty;
- from 14 days prior to the departure of the tour, Effatà Tour will keep 100% of the tour cost paid as cancellation penalty.

No refund is given on no-shows or unused portions of the tour.

No charge is applied in case the person prevented from travelling transfers the booking to another person.

Effatà Tour reserve the right to cancel the tour if the minimum number of participants necessary to operate it is not achieved 30 days prior to the departure or in case of "force majeure", meaning unusual and unforeseeable circumstances beyond our control, the consequences of which neither we nor our suppliers could avoid (e.g. war or threat of war, riots, civil strife, terrorist activity, industrial disputes, epidemics or health risks, natural or nuclear disaster, fire or adverse weather conditions, level of water in rivers).

In case the tour is cancelled by Effatà Tour, you will have the choice of taking an alternative holiday or accepting the refund of all cost paid as full settlement. In no circumstance Effatà Tour is responsible for any additional expense you may have incurred in reference to the preparation of the trip (e.g. air tickets, clothing or equipment, medical expenses).

4. Accuracy

The information given in the website and in the brochure has been carefully checked and Effatà Tour believe that it is correct at the time of publication. Effatà Tour reserves the right to make changes at any time, informing you, where they occur, before the booking contract is concluded. Any change to the published prices will be advised at the time of booking.

5. Health and fitness

Participants in our holidays are accepted on condition that they are physically and mentally fit and able to cope reasonably with the demands of the holiday without assistance from our tour leader or other party member. Any medical problem, disability, health or fitness concern which may affect your participation or others' in any activity must be declared upon reservation or before departure of the tour if arisen subsequently to the reservation. If we feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to decline the reservation. Failure to disclosure of such problems may result in the exclusion from the tour and the loss of all cost paid.

6. Privacy

Effatà Tour do not share, sell or distribute your personal data with any third parties. Data are collected and treated only with a view to performing the requested tourist service, in compliance with the principles and the rules laid down in the Italian legislative decree no. 196/2003 on the protection of personal information and data. We may contact you occasionally to inform you of updates or new services we will be providing, or events or information we think will be of interest to you. If you decide that you do not wish to receive information from us and want to be removed from our mailing list, please email us and let us know.

7. Photographs

We reserve the right to take - without compensation or advanced notice - photographs of you during Effatà Tour tours for advertising and promotional purposes in any media, allowing you the possibility to be removed at any time.

8. Complaints and arbitration

Any complaint should be communicated to our representative as soon as it arises. Failure to notify our representative at the time, providing us with an opportunity to rectify the cause of the complaint may result in your loss of any legal rights in respect of the particular matter. If the issue is not resolved, then the complaint should be made in writing to our address within 07 days by the end of your trip. Any dispute is subject to the Italian law and to the exclusive jurisdiction of the courts of Turin.