

NEW 2023 – 2024 TERMS AND CONDITIONS for ITALY WITH FRIENDS TOURS:

(Updated 11/15/2023)

All previous terms and conditions are no longer in effect due to the results of the pandemic.

1. PRICES, DEPOSITS, PAYMENTS, REFUNDS

- a. Prices are shown per person, double occupancy (sharing room).
- b. Single supplement applies to anyone traveling alone.
- c. Triple/family rooms are possible, but sometimes not available. Prices will be figured accordingly.
- d. The deposit is \$500 per person, due at time of booking. The deposit is **NON-REFUNDABLE**. Due to the global pandemic, this is now "set in stone". There will be no future events, personal or global, that make it acceptable for you to be given a refund, even if it is beyond your control. If you join another IWF's tour in the future, your deposit will be rolled over for that tour, but that does not mean if there are no other tours available that work for you that you will ever receive your deposit back. (The rollover applies only to the original tour member) **AGAIN**, there will be no refund of your \$500 deposit for any reason. Final payment is due no later than 60 days before departure of tour.
- e. Deposits and balance payments are accepted by check, credit card using available cash apps such as PayPal, Zelle, etc., or through a possible bank transfer. Make checks payable to: Suzan Rozypal. PayPal information is available at www.PayPal.com. There is a 5% non-refundable fee if using PayPal. You must figure this amount in with each payment made on PayPal. Please check with me before using a cash app to make sure it is possible and if there will be an extra fee. You are responsible for all fees. After your deposit has been received you will be sent an invoice with the due date for the balance of payment.
- f. BFF discount: Sorry former travelers, but the pandemic has also made it necessary for me to change this program. Starting in 2023 the "thank you" discount for previous tour members will be a flat \$100 on the new Italy With Friends tour. This will not change no matter how many tours you have previously been on with IWF's or how many tours you may join in the future.
- g. Cancellations and refunds: **(PLEASE READ AS THERE HAVE BEEN CHANGES)**

In the unlikely event that the tour would be canceled by IWF's due to anything other than a global pandemic, you would be entitled to a 100% refund (less a \$25 administrative fee) of any monies that have been paid. If, however, there is another global pandemic or something that affects travel beyond my control (see section 9) you will not be refunded your \$500 deposit as stated above in Section 1-d. Monies will be refunded within 4 weeks after the tour's cancellation. Sadly, this policy must be in effect to protect IWF's tours in the event of another global event that prohibits or restricts travel.

If you cancel the tour reservation for any reason:

More than 60 days before tour starting date: 100% refund of anything already paid, less your \$500 deposit.

Less than 60 days before tour starting date: 100% of your total payment, less your deposit (\$500), is refundable for emergency medical reasons for yourself or immediate family member or for documented cases of accident, flood, fire, or crime. If you cancel for personal reasons, there will be an extra \$500 charge. (\$1000 total) I am very flexible on reasons for tour cancellation; however, they must be reasonable. This is a small group tour, so any cancellations affect the entire group. I will do my best to work with you on whatever issues arise. I will also work to make changes to your rooming arrangements, if necessary, but please understand that it may be too late to make any changes. If you booked as a double room traveler and must change to a single room traveler, you will have to pay the single supplement plus any other charges that the hotel may require at such a late date.

Less than 30 days before tour starting date: If you must cancel for any reason after this period, I will calculate your refund based on expenses that have been prepaid for the upcoming tour such as hotels, meals, tours, etc., that cannot be refunded to me. Your trip deposit of \$500 will not be refunded.

After tour starting date (In Italy): If for any reason you must interrupt your trip after arriving in Italy, I will calculate the amount to be refunded based on daily costs already incurred during the tour and any prepaid expenses. Your trip deposit of \$500 will not be refunded. Once again, I will work with you, but chances are there will not be much refunded at this point. (See trip insurance information below)

2. INSURANCE: You are encouraged to purchase your own travel insurance (which may cover any costs you may incur by cancelling your Trip, airline tickets, trip delay, lost luggage, medical evacuation, potential medical expenses, etc. pursuant to the travel insurance carrier's guidelines). It is not mandatory to have travel insurance to register for this Trip. It is your responsibility to decide whether to obtain traveler's insurance and to understand the travel insurance coverage in your policy prior to purchase. Whether or not you purchase travel insurance, you will be responsible for all expenses incurred following loss or damage to your property, any unforeseen travel expenses related to going on this Trip (flight delays, strikes, airport shutdowns, weather conditions, terrorist threats, etc.). Purchasing health coverage is your responsibility. Please inquire with your own health insurance company as to whether they offer coverage overseas and their policy on reimbursement. You are responsible for any medical expenses incurred in the event you become injured or ill during your Trip or should you also be subject to lost or stolen property incidents as Italy With Friends assumes no liability whatsoever related to any insurance matters described herein. Italy With Friends tours do not provide any protection coverage of any sort and you agree to travel at your own risk. It is your responsibility to seek information on travel insurance companies. You can find trip insurance for sale online and at most local travel agencies.

3. LUGGAGE: (PLEASE TAKE NOTE OF THESE RESTRICTIONS) You are allowed one (1) roller bag no larger than 27x17x11. These dimensions (height, 27in.) must also include any rollers on the bag. I know that many of the new bags have very large rollers, so be sure and include them in your measurements. This bag must not be bigger than any of these approved dimensions when starting tour. (I understand that the depth (11in.) may grow as the trip progresses) If you have any concerns or questions about your bag size, please contact me immediately. I am sorry to be so strict about this issue, but luggage space is limited in the van, and I must make it very clear to everyone how important these restrictions are. You are also allowed one (1) small carry-on type bag. Once again, I stress the word small. It can only be something like a small backpack, tote bag or duffel. Any type of bag with rollers does not meet this requirement. Sorry, but a roller computer bag is too large to be considered your small carry-on type of bag. It must be able to fit under your van seat or to even be held on your lap. See FAQ page for more on luggage restrictions. If you exceed this limit, there may not be space in the van to transport your excess luggage. You are also solely responsible for handling your own luggage throughout the trip. This includes loading or unloading the van. You may have to pull your bags a short distance to your hotel and there could possibly be some stairs. It is also a good idea to check your airline luggage restrictions and rules. They seem to be changing frequently. Remember the TSA restrictions for what you can bring (3 oz. liquid rule) in your carry-on bags. (www.tsa.gov) I know these restrictions sometimes scare people, but you can do it. I have had many who travel just fine with even smaller bags. If all else fails, you can purchase an inexpensive bag in your final city for all your new purchases or ship them home at Mailbox Etc.

4. PHYSICAL ACTIVITY: There is a lot of walking on IWF tours, and you will spend quite a bit of time on your feet while sightseeing. Walking means a medium pace for sightseeing and a fast pace for getting from site to site. Some days you may possibly walk up to 10 miles, especially in Rome. Also, you may be on your feet for up to 3 hours at a time while visiting a museum. Comfortable shoes are a necessity. Most of the streets are cobblestones and very hard!!! Most medieval towns were built as hill-top fortifications so you will find some challenging climbs. Many times, bathrooms are not readily available. I have included a Walking Key on your itinerary and note level for each day. I am very serious about these physical requirements and need for anyone considering joining an IWF's tour to be in good health.

5. NO SMOKING: Sorry but there will be no-smoking allowed in the van or during guided tours. Italy has recently banned smoking in all public buildings, including hotels and restaurants. Some hotels may be able to provide smoking rooms if necessary. You will need to let me know this ahead of time. I will allow plenty of time during the tour for you to grab a quick fix in the outdoors, if necessary, along with all the Italians who still smoke. Just be considerate about smoke odor following you into the van.

6. TOUR CHANGES: All information provided on the IWF website or printed information is, to the best of my knowledge, correct. However, I reserve the right to make changes to accommodations, visits, and itineraries at any time should it become necessary or desirable. Delays or itinerary changes caused by acts of God, acts of terrorism, war, strikes, weather, traffic, traffic accidents, mechanical problems, negligence, or other unforeseen circumstances are beyond my control, and I am not obligated to pay guests compensation. Also, there will be no refund for any pre-planned activities or meals that

you choose to have away from the group, no matter what the reason.

7. TOUR SIZE: Italy With Friends tours are small group tours. The tours are limited in size to 14 people, plus drivers. There must be at least 6 people for a tour to run. Most tours will consist of 8 people. For a tour to go over 8 people is completely my decision. This decision can be made at any time up until departure of each tour. If a tour consists of over 8 people there will be two vehicles, so there will be times that guests will not be in a vehicle with me. This will make it necessary for everyone to sit in both vehicles at some time during the tour.

8. LIMIT OF LIABILITY: No responsibility is accepted for any loss, expense, accident, injury, or damage to any persons property due to the actions or omissions of any person, or any cause, including but not limited to acts of God, acts of terrorism, war, strikes, defects in machinery, breakdowns or equipment, weather, quarantine, negligence, loss of baggage, or other causes beyond our control. Such losses being the responsibility of the guest. Retrieval of such items will also be the sole responsibility of the guest. Italy With Friends is in no way responsible for the loss or retrieval of any guests' personal items that are lost, misplaced, or stolen during the tour in Italy.

9. FORCE MAJEURE: Notwithstanding anything herein to the contrary, including but not limited to section 1-g, Italy With Friends Tours shall not be liable for losses or expenses of any kind arising as a result of or due to events beyond its reasonable control, including, but not limited to, acts of God; virus, quarantine, sickness, pandemic, illness, disease, including but not limited to SARS, Legionnaires, COVID--19 or any other infectious disease; restrictions, regulations, ordinances, lockdowns, or advisories (including travel advisory warnings) of any kind imposed by government or any other authority; civil unrest, war, including but not limited to, armed conflict, terrorism or threats of terrorism as substantiated by governmental warnings or advisory notices; strikes or labor disputes; curtailment, changes or delays of transportation services, facility services or any other service that would materially affect the Trip; forces of nature including but not limited to, natural disaster, fire, earthquakes, hurricanes, tornadoes, typhoons, tsunamis, floods, drought or any other extreme inclement weather of any kind; shortages or disruption of the electrical power supply causing blackouts or rolling blackouts or material failure of other essential utilities; or any other cause beyond Italy With Friends reasonable control making the current or future Trip commercially impracticable, impracticable to perform, illegal, or impossible to fully perform. In such case, Italy With Friends may cancel the Trip and terminate this Agreement, without liability, upon written notice to Traveler. As stated herein, "without liability" means that there will be no refunds or reimbursement of deposits or fees paid, and Italy With Friends will also not be liable for any damages, liquidated damages, attrition fees, cancellation fees, rental charges, service charges, or any direct, consequential, compensatory, special incidental damages or any other damages or amounts of any nature whatsoever.

10. PRIVACY POLICY: Any and all information submitted to us by you is held in strict confidence. Your name, address, phone number, email address, tour inquiry or purchase information will be used only for the purpose of this tour and will not be shared with any third parties. There will, however, be pictures posted of all tour participants on my website throughout the tour and afterwards. These will also be posted on Shutterfly.com.