

## TERMS AND CONDITIONS for ITALY WITH FRIENDS TOURS

### 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**, due at time of booking. Your spot is not confirmed on a tour until deposit has been received. This deposit is non-refundable. Due to so many cancellations, I have had to change my policy on refunding deposits. If you join another IWF's tour in the future, your deposit will be rolled over to that tour however. (This applies only to the original tour member)
- e. Final payment is due **no later than 60 days** before departure of tour. You can make payments earlier if you like.
- f. Deposits and balance payments are accepted in several ways. You can pay by check, credit card using PayPal, or through a bank transfer if you use Bank of America. Make all checks payable to **Suzan Rozypal**. PayPal information is available at [www.PayPal.com](http://www.PayPal.com). There is a **5%** fee if using PayPal. (You must figure this amount in with each payment you make on PayPal.) To make a bank transfer through Bank of America, please contact me. After your deposit has been received you will be sent an invoice with the due date for the balance of payment.
- g. BFF discount: Take a thank you discount of \$100 for all previous IWF tour members.
- h. Cancellations and refunds:
  - In the unlikely event that the tour would be cancelled by **me**, you would be entitled to a 100% refund within 2 weeks after the tour's cancellation.
  - If **you** cancel the tour reservation for any reason:
    - ✓ **More than 60 days** before tour starting date: 100% refund, less your \$500 deposit.
    - ✓ **Less than 60 days** before tour starting date: 100% of your total payment, **less your deposit of \$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**. (total \$1000) I am very flexible on reasons for tour cancellations, 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 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 then 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 cancel for **any** reason after this period, I will calculate your refund based on expenses that may 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 any prepaid expenses or daily costs already incurred during the tour. Your 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 insurance information below.)

2. **INSURANCE:** You are encouraged to purchase your own travel insurance to cover cancellation coverage, airline tickets, trip delay, lost luggage or any potential medical expenses. Italy With Friends tours do not provide any protection coverage of any sort and you agree to travel at your own risk. You can find trip insurance for sale online and at most travel agencies. Many airlines offer insurance when you book as well. You can go directly to my

Global Travel website: [www.srozypal.globaltravel.com](http://www.srozypal.globaltravel.com) and purchase your travel insurance. If you would like to call Global Travel directly for information, the phone # is 1-800-715-4440 and my ID# is [4431892](#).

3. **LUGGAGE: (PLEASE TAKE NOTE OF THESE RESTRICTIONS)** You are allowed **one (1)** roller bag no larger than 26x17x11. These dimensions (height, 26in.) 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 the measurement. This roller bag must not be bigger than any of these dimensions when starting tour. (I understand that the depth (11in.) will 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 back-pack, tote bag or duffel. Sorry, but **any type** of bag with rollers **does not** meet this requirement, i.e. a computer bag with rollers. This bag must be small enough to fit underneath your van seat or to even be held. If you exceed any of these limits there may not be space in the van to transport your excess luggage. You are responsible solely for handling your own luggage throughout the trip. This includes loading or unloading the van. You may have to pull your luggage a short distance to reach your hotel and there could possibly be stairs to climb. Also, do not forget to check on your airline's luggage restrictions, they are changing constantly. I know these restrictions sometimes scare people, but you can do it. I have had many guests travel just fine with even smaller bags. If all else fails, you can purchase an inexpensive bag in your final city for all of your purchases or ship home new purchases from Mail Box Etc.
4. **STRENOUS PHYSICAL ACTIVITY:** There is a lot of walking on this tour and you will spend quite a bit of time on your feet while sightseeing. Some days you may possibly walk up to 10 miles, especially in towns like Rome or Florence. You may be on your feet without a break for up to 3 hours at a time while visiting museums. Be sure and take note of the activity levels listed for each day of your itinerary. Many of the streets are cobblestones and are 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.
5. **NO SMOKING:** Sorry, but there will be no smoking allowed in the van or during guided tours. Italy has 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 time during the tour for you to grab a quick fix outdoors if necessary along with all the Italians who still smoke constantly. Just be considerate about smoke odor following you into the van.
6. **TOUR CHANGES:** All information provided on website or printed information is, to the best of my knowledge, correct. However, I reserve the right to make changes in 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, negligence, mechanical problems 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 16 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 the tour. If a tour consists of more than 8 people, there will be two vehicles, so there will be times that guests will not be in the van with me. This will require that everyone ride 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 of 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 guest's personal items that are lost, misplaced or stolen during the tour in Italy.
9. **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.

10. **MEALS:** All breakfasts are included and will be served at our hotel. They are buffet type and include many items, both food and drink, to choose from. (They are continental and usually do not include eggs.) They will differ from hotel to hotel. You will have specific times for breakfast, but may choose to eat whenever you wish during that time period. For most included lunches and dinners we will dine at local restaurants. Dining is truly wonderful in Italy and there are so many wonderful places to choose from. I have chosen a mixture of popular spots along with some out of the way hangouts. Most of the time you will order off a regular menu, sometimes you will have a set menu that will also have several options available. All meals will offer choices for vegetarians. Beverages included with meals: Bottled water, tea or coffee drinks (in moderation) are included with all meals. Wine is included with all dinners only, unless specified on itinerary. (2 glasses of wine per person, red or white) Sodas, beer or cocktails are not included under most circumstances. I will always have ideas or suggestions about places to eat when meals are not included and planned. The hotels can give recommendations as well.