

GENERAL TERMS AND CONDITIONS OF BOOKING

Access to the service

Service is valid for the date and time indicated in the confirmation of booking you made and expire after the tour is over. The tour reservation will be no longer valid after the end of the tour , even if reservation holder does not show up.

A guide will accompany the tour. The guide service is included in the price and is normally carried out in English. The staff, i.e. the guide and the bus driver, will have the right/task to reproach any visitor who does not comply with the conduct set forth here below as they hold it suitable.

Direction will be not responsible for any item that is lost/forgotten in the shuttle bus. Any item found by the bus driver or the guide will be handed in and kept in the ITALIAN GOURMET FOOD TOUR office for not longer than 7 days, without any obligation for ITALIAN GOURMET FOOD TOUR to send it to its owner, although the later is know.

Code of conduct

Visitors are requested to comply with the following safety and conduct rules established by ITALIAN FACTORY MOTOR TOUR

- smoking or carrying any flammable substance/item is strictly forbidden;
- eating or drinking during transfers is forbidden
- occupying more than one seat is not allowed
- damaging/spoiling the shuttle bus in any way is forbidden
- children and minors are obliged to comply with the rules during all tour, so accompanying adults are obliged to look after their conduct
- it is obligatory to respect the dignity of service staff and other visitors by keeping polite and decent behaviour
- it is obligatory to speak in a low voice and to behave properly in order to respect all participants interest and right to

Travel contract and responsibility

Bookings are regulated by the present general conditions, by the law n° 111 of March 1995, by the ECC directive n° 90/314 and by the

Price

Prices on web-site www.italiangourmetfoodtour.com, update until 2018, are quoted in EURO and include pick-up/drop-off, guide, factories entrance with booking and taxes; they do not include any personal expenses or additional fees such as restaurant, merchandising or any other extra.

Payments

Payment can be made in advance by PayPal or credit card (Visa - MasterCard - American Express - Paypal). Alternatively payment is to the tour leader on the morning of departure by cash in EURO or credit card (Visa - MasterCard). Cheques or Travel cheque will not be accepted. A non-refundable deposit of EURO 50 per person is required to secure a booking.

Change or cancellation of booking by you

Shall you need to make a change in your booking please contact ITALIAN GOURMET FOOD TOUR as soon as possible, new arrangements always require a new ITALIAN GOURMET FOOD TOUR confirm.

The cancellation charges according to the number of days before departure date are as follows:

number of days before departure	cancellation charges
>31 days	forfeit of deposit
30 - 15 days	50% of tour cost
7-14 days	75% of tour cost
<7 days or no show	100% of tour cost

Change or cancellation of booking by us

Tour schedule could change due to unforeseen circumstances and/or due to last-minute factory management restricts out of our control, in case an alternative will be anyway proposed.

We'll not change or cancel a booking if really not in the case of force majored.

Unforeseen events

Acts of God and other situations beyond our control such as strikes, weather conditions, natural disasters, war, civil disobedience, military events, acts of terrorism and riots, are not attributable to ITALIAN GOURMET FOOD TOUR who cannot be held responsible for the lack of services received by clients.

Service description

The ITALIAN GOURMET FOOD TOUR website and brochure has been compiled with the greatest possible care, we do our best to ensure that all information provided are correct.

Legal jurisdiction

For any dispute, the Civil Court of Bologna is to be acknowledged as the sole

Technical organization and insurance cover:

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