

UNCONVENTIONAL TRAVELS, is a licensed Travel Agency and Tour Operator owned by Veronality srl and based in Verona, Stradone Porta Palio 29, 37122 Verona. It organizes and carries out the excursions presented in the programme on the basis of the administrative authorisation of the Verona Provincial Authority, n.0004850 del 21/01/2016.

The program conforms to the text established according to the D.L. 111/95, approved by EEC regulation no. 90/314. Confirming any service with email, fax or through the concierge and travel agency implies to have read and agreed the terms and commission explained as follows. Notwithstanding any contrary clause, the contract is governed by the provisions of law no. 1084 dated 27.12.77, ratification and enactment of the International Convention relating to the Travel Contract (CCV).

GENERAL CONDITIONS

A specified minimum number required to start any excursion, unless specified. Bookings are subject to place and language availability. Where, due to operational difficulties or reasons beyond its control (travel conditions, strikes, changes in opening hours, closure of museums, delays or other problems), the organization should be obliged to change the program, then an alternative itinerary and/or visits to other museums will be proposed, without any variation to the established tariff, and the client will be informed prior to departure.

In the case of unexpected increases of individual prices, exceeding 10%, as a result of new taxes or duties, the tariffs will be adjusted and the clients notified in writing.

All travellers under the age of 18 must be accompanied by an adult who is responsible for the child's day to day care. Please refer to the child policy of each individual Veronality service for more details. Proof of age must be available for inspection on the day of travel. If a traveller is identified as not qualifying for a child price (if a child price is available for the tour), the traveller will be required to provide the balance of difference between the adult rate and child rate for the tour before being permitted to start the trip.

The traveller making the booking is responsible for their own actions and the actions of other travellers included in their booking. If Veronality deems your or the your party's actions to cause danger to other travellers or our staff, interfere with other clients enjoyment of the trip or be deemed to be offensive to the local community and culture Veronality reserves the right to remove you from the tour effective immediately. No refund will be supplied.

The decision of the Veronality guide is final on all matters likely to affect the safety or well-being of any person participating in the trip. If you fail to comply with a decision made by a Veronality guide, or interfere with the well-being of the group, the guide may order you to leave the trip immediately, with no right of refund. You must at all times comply with the laws, customs, foreign exchange and drug regulations of Italy, and you also agree to travel in accordance with our responsible travel guidelines.

Guests grant Veronality express permission to take photographs or make film records of its trips for promotional and commercial use, as well as approving such use by third parties with whom Veronality may engage in joint marketing, without financial remuneration.

PAYMENT

Reservations must be made by filling in our online reservation form or through a tour operator or travel agency. The reservation is considered to be complete upon payment of total amount, which must be made while reserving the tour. The deposit may be paid by credit card or wire transfer. Payment is due in full before the tour starts, also on the date.

CANCELLATION

Cancellations within 8 days before the date of the booked service will get full refund of the amount paid by crediting the credit card used for payment.

Cancellations between 7 and 2 days before the date of the booked service will get a refund of 50% of the amount paid by crediting the credit card used for payment.

Cancellations with less than 24 hours of the date of the booked service will not be entitled to any refund.

REFUND

Organizzazione Tecnica:

UNCONVENTIONAL TRAVELS T.O. di Veronality srl

Sede legale: Stradone Porta Palio 29 - 37122 Verona, Italy - P.Iva 04378470233

Autorizz. Prov. Verona n° 0004850/2016 - Polizza RC n° 500329321 di Allianz Spa

Tel. +39 045 2218575 - info@veronality.com



No reimbursement will be granted to any client who is not at the place of departure at the time established; similarly, no reimbursement will be granted to clients who lose contact with the guide or who do not complete the excursion.

Veronality reserves the right to cancel any trip before it is guaranteed to run, a trip is guaranteed to run once it has the specified minimum number of travellers. Veronality reserves the right to cancel any trip, including a guaranteed trip, at any time prior to departure due to terrorism, natural disasters, political instability or other external events which make it intrepid to operate our planned schedule, and in these case there will be any refund.

If Veronality cancels, for other reasons, a trip on which you are holding you may choose between an alternative trip or a refund. The company is not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas, vaccinations, non-refundable flights or loss of enjoyment, etc. If the alternative trip chosen is of a lower value than that originally booked then you are entitled to a refund of the price difference. If the alternative tour chosen is of a higher value then you will pay the difference in price.

RAIN POLICY

The guide/tour leader evaluate weather conditions before leaving and decides. But we usually start the tour rain or shine, if possible we give an alternative solution for customers. But if a customer does not accept the choice of the guide is not entitled to any refund.

INSURANCE

The excursions scheduled in the programme are covered by third-party insurance for the risks by Allianz Spa n.500329321, the indemnity limits and the guarantees laid down in D.L. 111/95. All guests are covered by individual medical insurance.

Veronality cannot accept responsibility for damage caused by third parties or for reasons beyond their control, and cannot be held responsible for the loss of valuables, luggages or objects during excursions.

Guests are responsible for: choosing a tour that suits their abilities, fitness level and state of health; arriving at the point of departure with the clothing and gear suited to that season; respecting the laws and customs of Italy; following environmental guidelines and regulations while on the tour in accordance with leader direction; and respecting the rights and privacy of other tour members. An individual may be asked to leave a tour if the leader feels that the person's continuing participation may prove detrimental to the individual or to the well-being and enjoyment of other guests. Guest are responsible for any damage to their bikes or to those of other participants caused by their inexperience or negligence, or any theft of bikes or parts of bikes due to their negligence.

Guests are not responsible for: any breakages or mechanical damage to the bikes which have not been caused by the client's inexperience.

Any complaint by the client must be communicated in writing to the organization staff within and no later than 10 business days after the date of the tour.

Any disputes will be settled by The Court of Verona (Italy).

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