



Terms & Conditions

By completing the Booking Form overleaf and paying for the trip in full you agree to the Terms and Conditions. We will reserve your trip on the basis of these Terms and Conditions.

Your details

Please check that each name on the Booking Form is exactly as stated on the relevant passport. Please also check that all information which appears on the Confirmation/Invoice or elsewhere is correct and complete. If it is not, please contact us immediately. We will do our best to rectify any inaccuracies notified; however, if you delay in informing us of these, it may not be possible to correct them later. You will be responsible for any costs and expenses except where we made the mistake.

We can only accept a booking if the lead name is a minimum of 18 years on or before the date of departure.

Prices

Prices advertised are correct at the time of publication. If the actual price may have gone up or down from the advertised price, we will not make changes to what you have paid.

Payment

Payment for the trip can only be accepted in full. No deposit or instalment options or concessionary rates are available. We must receive your payment by the deadline set.

Cancellation

If you want to cancel your booking, you must inform us as soon as possible.

Please note that there is no automatic entitlement to a refund, as flights and hotels are booked months in advance and these are non-refundable.

Minimum numbers

We regret we can only operate each of the trips if a sufficient number of people book them. If there is insufficient demand, we reserve the right to cancel the trip in question with reasonable notice.

Change of details

We aim to provide your experience as advertised. We hope that we will not have to make any change to it but, because our trips abroad are planned many months in advance, we sometimes do need to make changes - we reserve the right to do this at any time.

We will let you know about any important changes when you book. If you have already booked, we will let you know as soon as we can.

If there is any change to any of the details discussed at the time of booking and payment, we will notify you promptly of this.

Delays, strikes and closures

We cannot be held responsible for strikes, flight delays and unforeseen closures. The guides will plan for suitable alternatives wherever possible.

Unfortunately, unforeseen circumstances can occur. When a flight delay occurs, the airline may arrange for you to receive refreshments or meals in a reasonable relation to the waiting time. Unfortunately, it is not always possible for the airline to make welfare arrangements.

The planned itinerary is based on all the attractions and sights being open and booked where possible. If any closures or strikes are experienced, then alternative arrangements will be made so that you can continue to enjoy your trip.



Parking

If your trip begins at Bower Park, the coach will pick up the participants to take them to the airport. You can leave your car in the school's carpark, although you do this at your own risk.

Our promise to you

We will arrange for you to receive the trip as advertised and confirmed. These services will be provided either directly by us or through independent suppliers contracted by us. We are responsible for making sure that each part of the trip you book with us is provided to a reasonable standard and as was advertised by us (or as changed and accepted by you). We have taken all reasonable care to make sure that all the services which make up your trip advertised by us are provided by efficient and reputable businesses.

Complaints

We will endeavour to deal with and resolve any complaints you might have on the trip. If you feel that your issue was unresolved and you wish to complain, please email: info@passione-italiana.co.uk

Personal injury

We will not make any payment if your injury, illness or death was caused by an event or circumstances which the person who caused it could not have predicted or avoided even if they had taken all necessary and due care. We will not make any payment if your illness, injury or death was your own fault.

Special requests

If you have a special request, we will do our best to help, but we cannot guarantee it. Please advise us of your request at the time of booking and make sure that we are given as much detail as possible. Unless and until specifically confirmed, all special requests are subject to availability. If any additional cost is applicable, it will either be invoiced to you prior to your departure or should be paid for locally.

Your responsibilities

a) You must ensure that you and your party have valid acceptable passports, provided any Advance Passenger Information (API) data and secured any appropriate travel documents required for your trip. All costs incurred in obtaining such documentation must be paid by you.

We regret we cannot accept any liability if you or any member of your party are refused entry onto any transport or into any country due to failure on your part to carry or submit correct documentation or data.

b) You should check what vaccinations and other health precautions are required or are advisable for your chosen destination and journey with your doctor in good time before departure.

c) Airline regulations state that women 28 weeks or more into pregnancy at the time of return travel must have written confirmation from a doctor that they are fit to travel when checking in for their outward flight. Normally, permission to travel is refused after 32 weeks. We can only accept your booking upon the clear understanding that we cannot be liable if any airline refuses to accept you or any member of your party as a passenger for this reason.



d) You must be responsible for the behaviour of yourself and your party. We reserve the right to refuse to accept you as a customer or refuse to continue dealing with you by terminating your trip arrangements if your behaviour is or is likely to be, in our reasonable opinion, or in the reasonable opinion of any airline pilot, accommodation supplier or other person in authority, disruptive, upsetting or dangerous to yourself or anyone else or if you have caused or are likely to cause damage to property.

We will not pay any refund, compensation or other sum whatsoever or any costs or expenses incurred by you if we have to terminate the trip arrangements due to your unacceptable behaviour. In this situation, we will then have no further responsibility for you (including any return travel arrangements). If your unacceptable behaviour means you're not allowed to board your outward flight we will treat your booking as cancelled from that moment. You will be responsible for fully paying all damages occasioned by your behaviour.

e) Prior to booking, you must tell us if you or any member of your party is unwell, infirm, disabled or has reduced mobility, giving us full details (including any relevant requirements) at the same time. If, in our reasonable opinion, your chosen trip is not suitable for your medical problem or disability or you are not travelling with someone who can provide all assistance you may reasonably require, we have the right to refuse to accept the booking. If you do not give us full details of your medical problem or disability at the time of booking, we can also cancel the booking when we find out the full details if in our reasonable opinion, the trip is not suitable or you are not travelling with someone who can provide all assistance reasonably required.