

Terms & Conditions

By completing the Booking Form 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. 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 goes up or down from the advertised price, we will not change 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. If you decide to terminate your trip early, you will be responsible for fully paying the resulting alternative arrangements you will make. We will cancel your booking from that moment. Therefore, we reserve the right not to pay any refund, compensation or other sum whatsoever in these cases.

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.

Unexpected changes

We aim to provide your experience as advertised. Sometimes we do need to make changes and 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. We will plan for suitable alternatives wherever possible.

Our promise to you

The services we will provide are 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 efficient and reputable businesses provide all the services which make up your trip.

Complaints

We will endeavour to deal with and resolve any complaints you might have on the trip. If 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. Finally, 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 explain your request at the time of booking in as much detail as possible. Unless and until specifically confirmed, all special requests are subject to availability. You will pay for any additional applicable cost prior to your departure.

Travel documents

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. You will pay all costs incurred in obtaining such documentation. 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.

Your health

You should check with your doctor in good time what vaccinations and other health precautions you require before departure. Prior to booking, you must tell us if you or any member of your party is unwell, infirm, disabled or has reduced mobility. You must give 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, we reserve 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 cancel your booking.

Your behaviour

You must be responsible for the behaviour of yourself and your party. Therefore we reserve the right to refuse you as a customer or refuse to continue dealing with you if your behaviour is, in our reasonable opinion, inappropriate. This includes disruptive, upsetting or dangerous behaviour 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 any costs incurred by you if we have to terminate the trip arrangements due to your unacceptable behaviour. In this situation, we will have no further responsibility for you (including any return travel arrangements). In addition, you will be responsible for fully paying all damages occasioned by your behaviour.