

AGREEMENT BOOKING CONDITIONS

Bookings:

On this web site you may reserve excursions and transfers. Bookings will be confirmed only by receipt of the total amount due. You must be 18 years old at the time of booking and possess the legal capacity and authority to book as the lead name and take up the offers advertised by us if they are still available.

Excursions:

The excursions are all operated by bus and escorted by a guide who may speak different languages (english, german, italian). Costs of entrance fees, meals and drinks are not included unless otherwise stated.

EU nationals entitled free entrance or discounts to some archeological sites and museum under the age of 18 and over the age of 65. Proof of ID is required.

The itinerary may vary due to force majeure.

Europlan reserves the right to cancel an excursion due to low operational numbers, in this case the client can choose to receive a full refund, change to another excursion of the same value or change date.

For excursions that include visits to religious sites we recommend a suitable dress code (covered shoulders and long trousers) and for boat excursions we recommend to take swimming suit.

Most of the excursions include much walking so we recommend comfortable shoes and sun hats.

Please contact our excursion office (telephone number +39 045 6209428) 24 hours in advance to reconfirm the pick up point and time.

Transfer:

Passengers are limited to one item of luggage per person. In case of more items of luggage, please contact us to verify availability and supplements. The model and type of vehicle used for transfers may vary from those pictured on the Europlan on line Website.

In case of flight/train cancellation or delay please advise us in due time (telephone number +39 045 6209458 or +39 333 3797363) to cancel or modify the service. Should this not happen, you will be awaited for one hour, after such time the transfer will be considered cancelled and non refundable.

The booster seats are only on request and need an extra-payment.

Clients with cumbersome luggage (surf-board, wehlchair, mobility scooter, etc...) must advise us prior booking – telephone 0039 045 6209458 to ensure that we can provide an appropriate vehicle and inform you about extra fee.

Terms of purchase:

The purchase can be made by the clients through the web site.

The clients must provide their personal details (name, surname, e-mail, etc.) with the details of their credit card.

After the payment confirmation Europlan will send an e-mail confirmation to the client, within 48 hours, containing the voucher and the receipt for the required services. These vouchers will have to be presented to the suppliers as proof of the booking and payment.

Please check if the information on your voucher is correct and in case of any discrepancy please contact us: escu@europlan.it or in case of emergency by phone at the number +39 045 6209428.

Payment of services:

The payment of the requested services is made in full by the client at the moment of booking and by credit card. During the purchase, the client will be asked to supply the details of his credit card: should there be any problems with the card and authorisation, the purchase will be suspended and the client will not be charged any costs.

We accept the cards mentioned on the web site at the moment of the purchase.

Change of reservations:

Changes of reservation can be made directly by the client on line in the section **Your Reservation** on the Home page of the web site, by inserting the e-mail adress used for the transection and the reservation code available on the confirmation voucher.

Cancellation of reservations:

The cancellation of any service can be made directly by the client on line in the section **Your Reservations** on the Home page of the web site and are subject to the following cancellation fees unless otherwise stated:

for cancellations made at least 24 hours before the date of the service **no penalty**. After sending an e-mail to the address escu@europlan.it, the agency will gave the client the refund.

for cancellations made within the 24 hours before the date of the service **no refund**.

Complaints:

Any complaint regarding the supply of service must be advised no later than 10 working days from the date of the service by registred post to the following address:

Europlan Spa
Via D'Annunzio n.11
37011 Bardolino (Vr) – Italy -

or by e-mail at the following address:

escu@europlan.it