



BOOKING AND CANCELLATION POLICY FOR DAILY TOURS

SPECIAL OFFER TERMS AND CONDITIONS

"Early bird" offer

For the scheduled tours we offer a special price if you book the tour on our website at least 60 days in advance. In case the tour date will need to be anticipated, the client will have to pay the difference between the promotional and standard tour price.

Group Tour Packages

You are free to choose sequence of the activities. At the moment of reservation just drag up the activity you'd like to start first and choose its date. Activities should start taking place within **30** days from each other. All the tours depart from Parma city centre. The exact time and meeting location will be displayed on each ticket of the chosen tours.

B&B discount

If you have booked at least 1 night in one of the conventioned accommodation facilities in Parma you can receive 10% discount for all of our group tours using promo code received at the facility. The promo code can only be used for online reservations directly from the website <https://www.maestrotravelexperience.com/>.

Otherwise, if you have booked one of our group tours, you can use 10% discount for your stay in Parma, in one of the conventioned accommodation facilities. It's enough to present the ticket for one of our group tours in order to receive the discount.

*The offer is subject to availability. The discount code cannot be combined with any other group tour offers, promotions or discounts offered by Maestro Travel Experience (e.g. "early bird" price or group tour packages).

CANCELLATION POLICY

General conditions

Due to bad weather, inconveniences or causes not ascribable to Maestro Travel Experience, some services may have to be cancelled. In this case, you will be informed straight away. We will try to offer an alternative itinerary or tour date, compatible with the availability of the services, otherwise the price will be refunded. Travellers' name or date of tour can be modified at no extra charge if notified within 24 hours before the scheduled departure. Any other situation not described in this document will have to be discussed directly with the agency.

Group tours

In the case of a cancellation, customers who notify Maestro Travel Experience via email up to 24 hours before scheduled tour departure are entitled to a full refund.

Tour packages

The booked offers can be cancelled with full refund within 24 hours before the departure time of the first booked activity. If only one activity within the booked offer should be cancelled, the agency will retain full price of the remaining tour and refund the difference.

Private tours

In the event of a cancellation, customers who notify Maestro Travel Experience via email up to 3 working days/72 hours before scheduled tour departure are entitled to a full refund. If the cancellation is notified within 24 hours before scheduled tour departure, customers are entitled to a 50% refund. If the cancellation is notified less than 24 hours before the tour departure or if costumers do not show up, no refund will be given. Please note that transaction fees cannot be refunded.

If a reduced number of travellers are notified to the agency up to 3 working days/72 hours before scheduled tour departure, the tour will be running anyways but price adjustments might apply.

Complaints and refund information

Any possible claim for inconveniences, lack or insufficiency shall be immediately notified during the service, to give us the possibility to take suitable measures.

Any possible request of refund or indemnity must be received by Maestro Travel Experience via email within 7 days from the date the service was enjoyed. Any refund for the tour will be executed on the credit card of the lead traveller. Please note, the refund process could take up to 15 working days. In the event that the customer wants to be reimbursed by bank transfer, our company will do this by retaining the costs incurred for the operation.

Cancel a booking

Please send a cancellation request via e-mail (info@maestrotravelexperience.com), indicating lead traveller name, tour date and booking number (if applicable). We will confirm your cancellation via email within 24 hours from the request. If you do not receive the confirmation within the indicated time, please check your spam folder.

PAYMENTS METHODS

All prices are expressed in EURO and include local taxes and VAT, if other is not specified. All Maestro Travel Experience tours and services require full prepayment before the service execution. For scheduled/group and private tours booked through the Maestro Travel Experience website full prepayment is required at the moment of reservation.

For tailor-made experiences or group reservations at least 30 days in advance, 30% of deposit payment is required in order to guarantee the booking. The rest of the payment has to be made at least 7 days before the tour departure date. If the reservation is made less than 30 days before the



departure date, 100% of the tour price is to be paid at the moment of booking via credit card payment.

Payments options

For reservations through Maestro Travel Experience website:

- Credit cards accepted: VISA, MASTERCARD, MAESTRO, AMERICAN EXPRESS

For tailor-made experiences or group reservations:

- Credit card payment via the link received with the confirmation email
- Credit card payment via remoted POS terminal. If you choose this payment method, please let us know and we'll set up a call in order to request your credit card details. Credit cards accepted: VISA, MASTERCARD, MAESTRO, AMERICAN EXPRESS
- Bank transfer. Please find below the payment details and after the transfer is made send us the transaction confirmation document

ACCOUNT NAME: Parma Italy Tour S.r.l.

BANK NAME: Banco Popolare – Parma – Agency Via Emilia Ovest n.4

IBAN: IT25J0503412704000000002707

SWIFT CODE: BAPPIT21505

Pay on Arrival/Reservations without an immediate payment

For the scheduled/group tours is available the pre-reservation of the tour without an immediate payment. However the reservation has to be confirmed within 24 hours before scheduled departure, otherwise it will be cancelled automatically. In order to make a pre-reservation please contact us via email (info@maestrotravelexperience.com)

Payment problems

Please double check that you've entered your details correctly and try again. If your purchase still can't be completed, please contact us via email (info@maestrotravelexperience.com) to use a different payment method.

Invoice

If you need an invoice, please contact us before making the reservation indicating the following information:

- tour type, date and number of travellers
- invoicing information of the company: company name, address, VAT registration number, for Italian-registered companies also unique code or PEC email address.

MEETING POINT AND PICK UP

Before purchase

For all scheduled tours the meeting/departure point is indicated in "**Location**" section and it cannot be changed. The pick-up service is not available for this type of tour. For most of our private and customized experiences we offer pick up option from the city of Parma.

The following pick up options are available:

- From your accommodation in Parma. Please let us know name and address of the accommodation
- From Parma train station. Please let us know scheduled arrival time and train number and your guide will for you in front of the ticket office of the train station with a paper sheet with your name on it
- From highway gate.

If you will arrive for the tour with your car from other city, your guide will wait for you at the parking of the Roadhouse restaurant with a paper sheet with your name on it Pick up from other cities is available for extra payment. Please contact us to receive the quotation. However, if there's any specific pick- up information, it will be indicated in the tour description

Schedule a pick-up

After purchasing the private experience, please contact us via email in order to schedule the pick-up point.

Meeting point information

For the scheduled/group tours please arrive at the meeting point at least 5-10 minutes before the activity start as the departure time is precise. Please read carefully the specific meeting point information indicated on your ticket in the "Location" section.

If you're late, please call us and we'll give you the indications how to reach the group or offer you to reschedule the tour.

CONFIRMATION VOUCHER/TICHET

Printed or mobile ticket

For all our experiences we accept both printed and mobile vouchers

Booking confirmation

Group Tours: For all of our scheduled/group after the payment is completed, you'll receive an automatic booking confirmation email with the activity tickets and purchase receipt



Private Tours: Private tours are subject to availability and after inserting the payment details, you will receive the confirmation within 24 hours from the reservation time. If the requested tour is available, we will proceed with the payment, after which you will receive the ticket for the tour. If the tour is not available for the requested date, we'll offer you the closest available date or an alternative tour.

QR code

On all of the tickets purchased together will be indicated the name of the lead traveller. Each ticket has its unique QR-code and it's important to present all of them the day of the tour.

BOOKING INFORMATION

Availability

Each experience that is available for online booking features an availability calendar on its page.

What do the colours mean? The dates marked green are available for booking. If the experience is either fully booked or not running the dates will be marked in grey. To see the availabilities, in addition to selecting your desired date, please add the required number of participants. Certain activities have a set number of tickets available and the system will show you only the number of remaining tickets available for purchase.

Time slots: If various time slots are offered, you'll see which ones are available after selecting a green date.

Customize booking

Maestro Travel Experience can accommodate custom requests like large group bookings or tailor-made tours. If you didn't find the tour satisfying your needs on our website, simply use the [contact form](#) to describe your requirements.

Included and excluded

The published prices do not include anything that is not explicitly specified in "Inclusions" section.

Duration and start time

The duration of the tour and its starting time are indicated in the tour description on our website. You will find the starting time indicated also on your ticket.

Group Tours: Please consider the departure time for the group tours is precise so we ask you to arrive at the indicated meeting point at least 5-10 minutes before the activity. In case you're in late for the tour, please [contact us](#) in advance.

Private Tours: For some of the private tours it is possible to change the departure time. Please contact us in advance in order to request the departure time change. If you're late, the tour is guaranteed but the previously established timing will be respected. In this case the tour itinerary could be changed according to the time available and some services could be cancelled without the refund.

BOOKING MODIFICATION

Add/remove participants

Group Tours: If you need to add a participant, please make a new booking on our website and it will be subject to availability. If you have to reduce the number of participants, it can be made free of charge up to 24 hours before the tour departure. However, the participants name surname can be changed free of charge at any time before the tour departure. In order to reduce the number of participants please contact us.

Private Tours: For the tours that includes private transfer, the number of participants should be changed at least 72 hours before the departure as this request could require a different vehicle type. For all the other cases, the changed participants number should be notified within 24 hours before the scheduled departure time. Please consider, the tour price could be changed.

Change tour time/date

Group tour: You can change the group tour date for free up to 24 hours before the activity starts. However, the tour time for group activities cannot be changed.

Private tours: if you have booked a private tour, the date / time change can be made free of charge up to 72 hours before the start of the tour.

Change tour option

Group tour: For the group tours that offers various options, the option can be changed within 24 hours before the scheduled departure. The change of the Tastybus option from a half-day tour to a full-day tour can also be made during the tour itself by communicating it to the guide and paying the difference at the end of the tour.

Private tours: If you have booked a private tour, the tour option can be changed up to 72 hours before the start of the tour. Please consider, the tour price could be changed.

GIFT VOUCHER

All the activities displayed on our website can be purchased in the form of the electronic gift certificate with an open date. Please, contact us for more information and order.

LOCAL ADVICES



Travelling by train <https://www.trenitalia.com/>

Zona a traffico limitato <http://turismo.comune.parma.it/en/thematic-channels/travel/getting-around/limited-traffic-zones/limited-traffic-zones-ztl>

Parking: The nearest one is Parcheggio Toschi (Viale Paolo Toschi, 2, 43121 Parma PR)

If you need more information, don't hesitate to contact us!

info@maestrotravelexperience.com

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