



## **GENERAL CONDITIONS AND BOOKING AND CANCELLATION POLICY FOR MULTI-DAY PACKAGES**

### **PAYMENT REQUIREMENTS**

The confirmation specifies the applicable deposit and the due date on which the deposit must be received in our office. Final payment must be received in our office on the date determined at the time of booking. Failure to strictly comply with the deposit and final payment schedules, or any other applicable policies and procedures, will result in the automatic cancellation of pending reservations and applicable fees will be assessed.

### **BOOKING AND PAYMENT METHODS**

Reservations must be made directly by the customer or by the travel agency.

For reservations confirmed in U.S. dollars, acceptable forms of payment are:

- Visa, MasterCard, American Express, Discover Card, Diners Club and Japanese Credit Bureau.

For reservations confirmed in Euro, acceptable forms of payment are:

- Visa and MasterCard.
- Wire transfers

Credit card payments will not be automatically deducted from a card on file. Credit card payments must be confirmed by phone or online by the due dates to avoid cancellation. Cash is not accepted as form of payment.

Payment of the tour must be done in the following ways:

- 20% as a deposit at the moment of the reservation
- The balance within 45 days from the date of departure

After the balance, the booking voucher will be issued with all the details.

The tour price does not include everything that is not expressly specified in "the price includes" item.

### **CANCELLATIONS or REFUNDS**

Cancellations can only be made in the writing form. No refunds will be made in case of interruption or cancellation of the holiday by the guest after the start date. All refunds due will be made directly to the customer's or travel agency's bank account, if the booking is made through a travel agent, or to the credit card used for payment. Maestro Travel Experience does not assume responsibility for crediting the refund to the customer in the case the booking is made by a travel agent.

The expenses incurred by Maestro Travel Experience will be deducted from the reimbursed amount.

## **TRAVEL CANCELLATION COSTS**

### **Tour from 1 to 5 nights**

Refunded amounts in case of cancellation:

- up to 45 days from the date of departure 100% refund, net of the commissions incurred by Maestro
- from 44 to 30 days 50% of the tour price, net of commissions incurred by Maestro
- from 29 to 15 days 25% of the tour price, net of commissions incurred by Maestro
- 14 days or less No refunds

### **Tours of 6 or more nights**

Refunded amounts in case of cancellation:

- up to 60 days from the date of departure 100% refund net of the commissions incurred by Maestro
- From 55 to 30 days 50% of the tour price net of commissions incurred by Maestro
- From 29 to 15 days 25% of the tour price net of commissions incurred by Maestro
- 14 days or less No refunds

## **SERVICE COSTS**

Changes to a reservation may incur a cost for customer service. Please contact MAESTRO TRAVEL EXPERIENCE for details.

## **TRANSFERS**

The amount of the 8 days tour includes all transfers from arrival at the airport to arrival at the hotel in Rome

## **RESPONSIBILITY**

Maestro Travel Experience cannot be held responsible for any accidents, damages, injuries, delays or irregularities that may occur during the performance of the services towards the people who make the tour, including baggage and personal items.

Any complaint for disservice, defect or insufficiency must be reported immediately during the service to give the agency the opportunity to remedy. Any request for reimbursement or compensation must be received by Maestro Travel Experience within 7 days of use and / or from the date scheduled for the service.