

BOOKING AND CANCELLATION POLICY FOR DAILY TOURS

CANCELLATION POLICY

- GENERAL CONDITIONS

In case of bad weather or other inconveniences relating to the execution of the tours, some services may be canceled. The customer will be informed in advance and, in this case, he will be offered a different itinerary or an alternative tour date, compatible with the availability of the services. Otherwise, the customer will be refunded.

The customer's name can be changed without additional costs and must be communicated to the agency within 24 hours before departure. The tour date can be changed without additional costs within 15 days, subject to prior arrangements with our agency to check the availability of the services.

Any other situation not described in this document will need to be discussed directly with the agency.

- PRIVATE TOURS

In the event of a cancellation, customers who notify Maestro Travel Experience by email up to 15 business days before scheduled departure are entitled to a full refund. If the cancellation is notified within 7 days before the tour departure, customers are entitled to a 50% refund.

If the cancellation is notified 3 days before the departure of the tour or if the customers do not show up, no refund will be made. Please note that transaction fees cannot be refunded.

- COMPLAINTS AND REQUEST FOR REFUND

Any complaint regarding disservice, defect or insufficiency must be reported immediately during the service to give us the opportunity to remedy the situation.

Any refund request must be received by Maestro Travel Experience within 7 days of using the service. Any type of refund for the tour will be made to the customer's credit card. The refund process may take up to 15 business days. In the event that the customer wishes to be reimbursed by bank transfer, our company will do so by withholding the costs incurred for the operation.

- CANCELING A RESERVATION

Please send cancellation requests via email (info@maestrotravelexperience.com), indicating the lead traveler's name, tour date, and reservation number (if applicable). Cancellation will be confirmed by email within 24 hours of the request. If you do not receive confirmation within the indicated time, please check your spam folder.

- TERMS OF PAYMENT

All prices are expressed in EUROS and include local taxes and VAT, unless otherwise specified. Maestro Travel Experience tours and services require full prepayment prior to execution of the service.



For ad hoc private tours or group requests, a deposit of 30% of the total price is required at the time of booking and the balance within 30 days of the departure date. If the booking is made less than 30 days before the tour, 100% of the price is required to be paid at the time of booking.

- PAYMENT OPTIONS

For reservations via the website:

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

For ad hoc private tours or group requests:

- Payment by credit card via the link that will be mandatory with the confirmation email. Credit cards accepted: VISA, MASTERCARD, MAESTRO, AMERICAN EXPRESS
- Bank transfer to be made using the bank details indicated below. After making the transfer, please send us the transaction confirmation document.

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

BANK NAME: Banco Popolare di Lodi (BPL) - Parma - Via Garibaldi Agency

IBAN: IT65G0503412702000000018458

SWIFT CODE: BAPPIT21499

- PROBLEMS WITH PAYMENT

please double check that you have entered your details correctly and try to make the payment again. If it is still not possible to make the purchase please contact us via mail (info@maestrotravelexperience.com) to use a different payment method.

- INVOICE

If you need an invoice, please contact us before making your booking indicating the following details:

- type of tour, data and number of participants
- data of the registered company: company name, address, VAT number, for Italian companies unique code or PEC address

MEETING POINT AND PICK UP

- BEFORE PURCHASE

For all scheduled tours, the meeting/departure point is indicated in the "**Location**" section and cannot be changed.

For all our private and customized tours we offer the pick-up option from Parma. Pickup is available as follows:



- **From your accommodation in Parma.** Please let us know the name and address of the accommodation
- **From Parma train station.** Let us know your scheduled arrival time and train number and your guide will be waiting for you in front of the train station ticket office holding a sign with your name
- **From the highway.** If you are arriving for the tour in your own car from another city, your guide will be waiting for you at the Roadhouse restaurant parking lot holding a sign with your name.

Pick up from other cities is available with an extra payment. Please contact us to receive the quote

- **REQUEST PICK UP**

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

- **INFORMATION ON THE MEETING POINT**

For group tours, please arrive at the meeting point at least 15 minutes before the start of the activity as the departure time is precise. Please carefully read the specific meeting point information indicated on your ticket in the "Location" section.

If you are late, call us and we will provide you with directions on how to reach the group or how to reschedule the tour.

BOOKING CONFIRMATION TICKETS

- **PAPER AND FURNITURE VOUCHER**

For all our experiences we accept both printed and digital vouchers (on mobile)

- **RESERVATION CONFIRMATION**

For all group tours, once you complete payment on the website, you will receive an automatic booking confirmation email with your tickets and purchase receipt attached.

Private tours are subject to availability and after entering your payment details, you will receive confirmation within 24 hours of booking. If the requested tour is available, we will proceed with the payment after which you will receive the ticket for the tour, otherwise you will be offered the closest available date or an alternative tour.

- **QR CODE**

Only the lead traveler's name will appear on all activity tickets purchased together. However, each ticket has its own unique QR code and it is important to present them all on the day of the activity

RESERVATIONS

- **AVAILABILITY**

Each experience available for online booking has an availability calendar on the dedicated page.



What do the colors mean? Dates marked in green are available for booking. If the experience is fully booked or unavailable, the dates will be grayed out. To check availability, in addition to selecting the desired data, add the required number of participants. Some activities have a certain number of tickets available and the system will only show you the number of tickets remaining for purchase.

Time slots: If several time slots are offered, you will see which ones are available after selecting a green date.

- **CUSTOMIZE THE EXPERIENCE**

Maestro Travel Experience can satisfy personalized requests such as bookings for large groups or tailor-made tours. If you did not find the tour satisfactory for your needs on our website, simply use the contact form to describe your needs.

- **INCLUDED OR NOT INCLUDED?**

Published prices do not include anything that is not explicitly specified in the "Inclusions" section

MODIFY YOUR RESERVATION

- **ADD OR REMOVE PARTICIPANTS**

For group tours, if you need to add a participant, please make a new booking on our website after checking availability. If you need to reduce the number of participants, you can do so for free up to 24 hours before the tour departure. However, the name of the participants can be changed free of charge at any time before the tour departs. To reduce the number of participants, please contact us by email.

For Private Tours that include private transfer, the number of participants may be changed within 72 hours of departure as this situation may require a different type of vehicle. For tours with your own vehicle, the number of participants can be changed within 24 hours of departure. In any case, the cost of the tour will be re-evaluated based on the new number of participants.

- **CHANGE TOUR DETAILS OR TIME**

For private tours, the date/time change can be made 72 hours before the start of the tour after checking the availability of the requested service. In any case, the cost of the tour will be re-evaluated based on the new option requested.

- **CHANGE THE TOUR OPTION**

For group tours that offer options, changes to the booked option can be made within 24 hours of the scheduled departure. Changing the Tastybus option from half a full day can also be made during the tour itself by communicating it to the guide and paying the difference.

For private tours, the option change can be made up to 72 hours before the start of the tour, subject to availability of the services. In any case, the cost of the tour will be re-evaluated based on the new option requested.





- **GIFT VOUCHER**

All activities offered on our website can be purchased in the form of an electronic gift voucher with an open date. Please contact us for more details.

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

info@maestrotravelexperience.com

+39 339 123 0633 or +39 389 455 2914

Via Paolo Maria Paciaudi, 2/E, 43121 Parma, PR

