

Our Details

Spirito Italiano Ltd. 5 Ruislip Road, Greenford, Middlesex, UB6 9QD. Telephone: +44 1424728906. mail@italian-connection.co.uk. All our flight-inclusive holiday packages are sold by Spirito Italiano Ltd, company registration number 04653855. Spirito Italiano Ltd is a member of the Association of British Travel Agents ABTA Y0465 and holds an ATOL LICENSE 9613.

Your Holiday Booking

Once we receive a specific request, a bespoke proposal will be sent. Once you are happy to go ahead with the booking, a booking form will be issued. Any booking will only be accepted once you, the client have returned your completed booking form and provided all the relevant details as requested. Your booking form will also have the necessary details/terms regarding your specific booking. You will also be required to provide your credit or debit card as a guarantee of payment. On receipt of your completed booking form we will go ahead and confirm all the necessary components which form part of your package. Once this has been completed, we will issue a confirmation invoice which will have all the relevant details, date of arrival, number of nights, type of room, and full names of all the persons travelling. A booking will exist as soon as we receive your completed booking form. If however between receiving your booking form and confirming, there is a variation in cost, we will advise you of this before going ahead with the complete booking. Once your trip to Italy has been confirmed, a confirmation invoice will be issued and a booking will be deemed to exist.

Paying For Your holiday

When you make your booking you must pay a deposit of 30% of the proposal cost. The balance of the price of your travel arrangements must be paid at least 8 weeks before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit.

Travel Insurance

It is important to ensure that you have adequate travel insurance. Our holidays are not inclusive of travel insurance. It is a condition of booking with us that you take out all the necessary travel insurance required and that it is adequate and suitable for your particular needs. The cost of medical and other treatment overseas can be very high, so please ensure that you are fully covered. Please check that any existing policy you may hold is valid, provides the correct level of cover, and be sure to declare any medical conditions that might affect your entitlement in the event of a claim. It is essential and a condition of booking, that you take out a comprehensive travel insurance policy to cover you before, during, and after your trip. If you are taking part in activities for example sailing, scuba diving, rock climbing, or anything which comes under "hazardous" sports or activities which you feel could lead to difficulties, it is essential that you discuss this with your travel insurance company and ensure that you are fully covered. It is also crucial that you exercise due care for your safety. Any specific worries or concerns, ensure that you discuss this with the on-site supplier/representative. Please be aware that some suppliers do request that clients sign a liability release and an assumption of risk form before the activity takes place and full details of your insurance documentation will be required. We will not be responsible for any costs incurred by you or any member of your party before, during, or after your trip as a consequence of inappropriate or insufficient travel insurance being purchased. If you require assistance with travel insurance call 0800 2942972 or follow the following link: <https://italianconnection.justtravelcover.com/quote/trip-details>

Your Holiday Price

The price of your holiday is inclusive of all UK tax. Travel insurance is not included as are local fees for example *tassa di soggiorno* (city tax), portorage, tips etc. Unless otherwise stated, your booking does not include visa fees or other compulsory charges that require payment by you, directly. Because our trips are bespoke, there may be a change in prices as this could be caused by a delay to confirm immediately, however, before we actually go ahead and confirm your booking, we will be in constant communication regarding any price increase and will only go ahead with the booking with your agreement. Within our proposals, we give you the option to opt for a non-refundable service or a refundable service. The main difference is that our non-refundable options are special offers which are 100% non-refundable, hence why they are classified as special offers or it may be non-refundable due to other reasons. If you agree to the non-refundable option, in the case of cancellation by you, no refund of that particular service will be provided.

Accommodation & Other

All our clients are provided with a direct link to a website where possible or as many pictures and information as possible. We will also provide you with client reviews where necessary and available. Further details regarding what to expect or the different standards, can be found in our Essential Guide To Italy. Spirito Italiano Ltd, do not endorse or recommend any particular accommodation or travel product. We do suggest places to visit, restaurants, trattorias, etc which is provided in the form of a travel itinerary and enclosed with your travel vouchers.

If You Cancel Your Booking

If you or a member of your party wish to cancel the holiday, then this is possible and can be done at any time before the start of your "package". We prefer to be notified in writing and by post, however, we will accept cancellations by email. Once we receive your cancellation, we will acknowledge receipt by email and the cancellation will take effect from the date we acknowledge your email. In the event that you do not receive an acknowledgment email from us, it is essential that you contact us by phone as soon

as possible. If you prefer to write, please ensure that all correspondence is sent to our registered office: 5 Ruislip Road, Greenford, Middlesex, UB6 9QD.

Cancellations will incur cancellation charges and this will depend on the notice provided by you and also based on the charges as indicated in the written proposal. If you cancel your trip less than 8 weeks before departure, the cancellation incurred will be 100%. This charge is due to the very complex nature of the itineraries we create and also based on the conditions we have with our suppliers. We are happy to provide further details regarding the cancellation of your specific trip before booking, so please ask. Also before cancelling, ensure that your cancellation is covered by your travel insurance, as you may be able to claim some if not all of the monies.

In the event that we need to refund you, this will be done within 14 working days of cancellation. Please be advised that any administration or booking fees *if any* will be non-refundable.

If You Change Your Booking

If you wish to make any changes to your holiday, such changes must be requested in writing and any changes that we agree to make will only be effective on the date we issue you with a new holiday confirmation invoice. Any request for change may be subject to an amendment fee of up to £ 25 plus any additional costs incurred in making changes to the booking. Please note: Amendments to names of passengers travelling on flights, once "tickets" (*for example boarding passes*) have been issued, which is immediate as full payment is provided as soon as the flight is booked, you will incur a cancellation charge of 100% of the ticket value or/and any charge made by the airline to amend names, dates, etc.

If We Make Changes To Your Booking

Arrangements for all of the holidays provided, are made many months in advance, therefore there may be occasions when we will need to make changes, which we reserve the right to do at any time. Generally, these changes are minor. A major change to the contract is one that would involve a significant change for example:

a) We are unable to perform the contract based on a smaller number travelling, so for example, if the bespoke trip is quoted based on 6 persons and only 4 are travelling, then there will be a significant price difference.

b) The airline cancels or changes your specific flight

c) We are unable to perform the contract due to force majeure. It may be necessary to cancel your arrangements because of reasons of force majeure and we must reserve the right to cancel your arrangements in these circumstances at any time up to departure.

If a) and b) becomes necessary after we have confirmed the booking, we will offer you the option of paying the price difference, or slightly amending/changing the booking. If we are able with our suppliers to cancel or change the booking, we will be able to offer you an alternative solution. If c) becomes necessary after we have confirmed the booking, we will offer you the option of a refund or a voucher valid for up to 12 months.

What Is Force Majeure

It does not allow us to honour your booking. It is classified as "unavoidable" and "extraordinary" circumstances. These circumstances will include but are not limited to, war, the threat of war, riot, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, government action or regulatory authorities, mechanical or technical failure, flood, damage to the property, viruses, pandemics, energy blackouts, unexpected legislation, lockouts, slowdowns, strikes. or other matters beyond our control. We will also be complying with the guidelines issued by the Foreign Office, and we reserve the right to cancel the holiday if it is deemed by the Foreign Office that a destination is totally unsafe for the purposes of a holiday or travel. If the FCO advises that it is safe to travel to these destinations however you do not want to and cancel the holiday, you will not be refunded. Please be advised that in all cases of force majeure, you will not be entitled to any compensation

Problems At Your Destination And Our Complaints Procedure

If you have a complaint or problem when you are on holiday you must report this to our representative on site which can be the hotel manager/owner, the villa owner, the guide, the rental agents, or others as indicated on your voucher under "Contact". This must be done immediately. They will work with you to prevent your holiday from being spoilt. If there are further issues and you are not happy with how it has been dealt with by our Italian counterparts, then you must contact us on our emergency number which will be provided on all your vouchers and itinerary, and we will try to resolve the matter. In the event that you do not follow this simple procedure, we will be unable to consider any claims for compensation when neither local representative(s) as indicated above or our office has been deprived of the opportunity to investigate and rectify any issues, and this may affect your rights under this booking. In the unlikely event that the problem was not resolved to your satisfaction whilst in Italy, then you must write to us within 28 days of the scheduled date of return from the holiday, advising us of the action taken and the names of the people to whom the matter was reported.

The letter must be sent to 5 Ruislip Road, Greenford, Middlesex, UB6 9QD. As soon as we receive your letter we will send you an acknowledgment of receipt. If you do not receive this acknowledgment, within 7 days of having sent the letter, please contact us on 0044 1424728906. It is important to keep your letter concise and to the point. Or as members of ABTA, we are obliged to

maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com. You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of notifying us of your complaint; it will not determine how your complaint should be resolved.

Additional Assistance

If you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

Our Responsibility

We will monitor and control the performance of our accommodations and suppliers and judge their performance against the standards and customs in the country where the services are provided. We will pay compensation if those suppliers fail to provide the services they agreed to supply as part of the package originally sold to you. We will however not be held responsible for the shortfall in local safety regulations or standards. We cannot accept liability in the following circumstances:

- a. If any member of your party is at fault or of any fault of your own.
- b. If the issue is to do with local safety standards which are different from English standards.
- c. If the failure is the fault of someone else not connected with providing the services which make up the holiday which we have confirmed for you.
- d. Any unusual circumstances beyond our control, which we could not have avoided even if we had used all possible care. In respect of travel by air, sea, and rail, and the provision of accommodation our liability will be limited to the manner provided by the relevant international convention.
- e. When we issue our travel vouchers we also provide a personal itinerary to our clients with recommendations. We will not be held responsible for any issues encountered with any recommendation provided.
- f. We are not responsible for flight delays, loss of luggage, flight cancellations, medical expenses, emergency evacuations, and suchlike, your travel insurance should cover this. If you are taking part in activities for example sailing, scuba diving, rock climbing, or anything which comes under "hazardous" sports or activities which you feel could lead to difficulties, it is important that you discuss this with your travel insurance company and ensure that you are fully covered. It is also vital that you exercise due care for your safety and any specific worries or concerns, ensure that you discuss this with the supplier on-site. Please be aware that most suppliers do request that clients sign a liability release and an assumption of risk form before the activity takes place and full details of your insurance documentation will be required.

Behaviour

Most people go on holiday for rest and relaxation, so if in our reasonable opinion or in the opinion of any airline pilot, hotel manager, tour leader or other persons in authority, your behaviour is causing or is likely to cause danger, upset or damage to property or is persistently affecting the enjoyment of others, we reserve the right to terminate your holiday. Should this happen no refund or compensation will be paid and we will have no further responsibility for your holiday arrangements including return travel.

Special Requests

Whilst we will always try to comply with any special requests we receive, for example, airline seating, dietary requirements, specific room types, etc, we are unable to guarantee compliance with such requests and are not liable for any loss suffered in the event of such requests not being complied with.

Booking

The person requesting a booking, confirms to us that he/she has the authority of all persons named on the booking form to contract on their behalf for all the services requested and any subsequent alteration or cancellation.

Passport, Visa and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

Health Requirements

Consult the relevant page on the FCO website in the first instance <https://www.gov.uk/foreign-travel-advice> and <https://nathnac.net>

Law and jurisdiction

This booking is governed by English Law, and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.