

Terms and conditions.

Our services will be subject to the following conditions of this contract, by booking any of our services on this site you also accept unconditionally the T&C

Understanding our fees: Our fees include what specified in “the rates includes. If you accept to be driven around on a private vehicle. you will be covered by the vehicle insurance policy only, to the extent permitted by the Italian law and you accept to be compensated only by such insurance policy in the amount and the terms established by such insurance company. Emilia Delizia will not compensate the clients directly in any case, earlier or in other amounts apart from those fixed by the insurance. Our fees do not include travel insurance.

Custom made personalized services on specific dates.

Our company offers tailor made travel experience in Italy, all tours, holidays packages, test drives and any other service on this site is arranged solely according to the client wishes and tailor made to their desires and on specific dates. EU laws specify that our company does not need to offer refunds in case of cancellation from the client due to the nature of our personalised and specif date services. Therefore once you have agreed and paid a deposit, unfortunately we cannot offer you a refund if you change your mind or you cannot travel for any reasons. We strongly suggest to have travel insurance to cover any event that might stop the clients from travelling.

Cancellations from the client.

Administration fees and deposit.

Emilia Delizia reserve to request a minimum discretionary deposit to cover all administration fees, in case of cancellation your deposit will be forfeited.

Non-refundable deposits.

All our tours, packages, car test drives and any services provided on this site are custom made according to the client requests therefore once agreed your deposit is non-refundable, regardless the length of your notice.

Payment of Balance.

All payments should be settled in advance, but at our discretion we might allow the client to pay the balance on the day directly to us at the time of the meeting.

One day tours.

All our tours are **tailor made** according the client wish, therefore the deposit vouchers are always non-refundable.

Tours, accommodation packages & super car test drives.

All our packages are tailor made according the client wish, therefore the deposit vouchers are always non-refundable should the client wish to cancel the tour. The balance for this type of activities should be paid at least 30 days before the start of the stay. The Balance is non-refundable.

Multiple day tour and tailor made activities.

The deposit paid for multiple day custom made activities is non refundable under any circumstances. The balance should be paid at least 30 days in advance. The Balance is non-refundable.

Cancellation from Travel&Taste Italy.

In the unlikely event that we are unable to run services we will refund the client in full. Should we be unable to run part of the event we will refund the client pro-rating according to what was possible to visit on the day.

Emergency number: Each tour will be provided with an emergency number should be needed on the day. It is the client's sole responsibility to phone and inform us on the number provided on the moment the problem arises. No claim will be accepted if the client failed to inform us promptly.

Self driving tours

Clients taking self driving tour will be given a detailed itinerary with addresses of the locations intended for the visits. It will be the client's sole responsibility to locate the establishments indicated in the itinerary and do all the necessary preparation at least a day in advance in order to prepare for the trip, no claims will be accepted for delays or no-show during self-driving tour. We strongly advise to have a GPS system suitable for the trip.

Self driving tours & accommodation packages.

The client agrees to drive and meet the guides or the producers directly at the designated locations, if the client requires the presence of the guide for the whole day should be requested in advance at a different cost than what it is indicated on this website. The client is required to have a GPS. We will not accept claims arising from the lack of adequate planning and equipment for the self drive activity.

Last minute booking.

If your booking is made with less than 14 days advance all payments made to us are final and no refunds are permitted. This applies to all activities listed on this site.

Super car test drives

This kind of activity is carried out by third parties that might ask the client to sign a hiring contract. You agree to discharge our company from any matter arising from this third party agreement. You agree to have your international driving license, for the test drives activity and no refunds will be made if you fail to present the correct documentation.

Unforeseen circumstances.

Travel&Taste Italy will not be responsible and will not refund for any event due to adverse weather, mechanical breakdowns, strike, road and traffic conditions, any unexpected closure, public transport cancellations, force majeure, flooding, fire, ice and snow, earthquakes, volcanic activity and volcanic ash, acts of terror, telecommunication failure, data loss, national and international flight cancellations, outbreaks of human and animal infectious diseases, or any event or act of god beyond

our control, here in Italy and internationally including the U.S.A.

Contacting the client.

The client should leave a good contact number or email while travelling either at the hotel, or a mobile phone where he/she can be contacted easily. We will accept no responsibility from claims arising from circumstances where we have been unable to contact the client due to the lack of a contact number.

Third Party contractors.

Travel&Taste Italy reserve the right to employ and use third party contractors when necessary to provide the requested services. Contractors are professional third parties who are directly responsible for their work and operations. Any claim arising from their negligence should be forwarded directly to the interested third party.

Drivers: English speaking drivers are available on all tours to give only basic information on the car.

Timing.

Pick up times and drop off times are estimate, this might vary due to road traffic and road condition.

Vehicle insurance

Our vehicles are fully insured to cover third parties as specified by the Italian law (legge 990 del 24/12/1969).

Customers agree to have their own travel insurance to cover any possibility of accident, cancellation, medical expenses. Emilia Delizia will not accept any claims due to the lack of proper travel insurance coverage.

Exclusions.

The activities the client is purchasing from the site travelandtasteitaly.london will exclude what is specifically not indicated on the site or the quote emailed to the client. Some (but not only) exclusions might be: tips, personal purchases, transport after the end of the tours.

Responsibility.

Travel&taste Italy will not accept claims for lost, damaged or stolen properties, We will be no responsible for any damage caused by the client to third parties. Children and minors must be accompanied by their parents or their legal tutors.

Itinerary and date changes.

Itinerary must be agreed with us before the start of the tour, no changes will be allowed on the day of the tour if we can't confirm them.

Legal jurisdiction.

For any dispute, United Kingdom her majesty's law courts are to be acknowledged as the sole competent authorities.

Data protection, and your personal information.

Your details will be solely used to arrange the tours and holidays in Italy, these details including your email will not be passed to any third parties. We are regulated by the data protection act enforced in the UK and EU. If you contact us via our website you might receive occasional newsletters from us, an unsubscribe button is provided for your convenience. This site does not store card details and it is PCI compliant.

Changes to this terms and Conditions contract.

We reserve the right to change these terms conditions anytime without any communication to you.

Defamatory and malicious activities on 3rd parties websites.

Any malicious activity including posting untrue reviews on 3rd parties website that have the sole intent to damage our image, ignoring the terms and conditions expressly indicated on this website, will be dealt to the full extent permitted by the law against the perpetrators. We will seek payment for the damage incurred.

Visas.

It is the client sole responsibility to obtain the required suitable paperwork to travel, no refund will be given if you are unable to travel due to visa problems.

Credit card charge back.

We will always work together with the clients in order to sort out any dispute on quality of the service and give them the correct refund. Any credit card charge back that it is found to be malicious and filed against us without taking into account the terms and conditions posted on this website will be dealt to the full extent permitted by the law against the perpetrators. We will seek payment for the damage incurred.

Information contained on this website.

The information contained on this website is solely for educational purposes and should not considered correct, it has not being checked for accuracy and it is provided as is without any guaranteed. We cannot be held responsible for any damage or loss incurred to you using the information appearing on it.

