

## General conditions

### Rates

All the rates are net and expressed in the local Euro currency. They include local taxes and VAT. Our offers and rates are valid until 31.12.2014. In case of unforeseen increases higher than 10%, of the single costs for our services (such as admission tickets, fuel for boats, airplanes, cars, or buses, train tickets or other), or due to new taxes and levies, the rates will be updated and the customer will be immediately notified in writing. Should the customer not accept the changes, he can withdraw from the agreement with no penalties. The published prices do not include tips, overnight stays and anything else that is not explicitly specified in item "the price includes".

### Bookings

Bookings are made directly by the customer (or through tour operator, hotel, etc., with which Arbaspàa srl collaborates) and notified to Arbaspàa in writing. A credit card is requested when booking, for warrant and payment of the service booked. After booking, the customer will receive a voucher that shall be printed and shown upon request, at the beginning of the service. The voucher will contain the necessary details to reach the departure point of the service.

### Payment

All booked services can be paid through credit card (Arbaspàa srl debits the customer's credit card, sent together with the booking, 24 hours prior to the service), advanced bank transfer or by cash, for last-minute bookings.

### Cancellations and refunds

Any cancellation shall be done in writing. In case of cancellations by customers, the following penalties will be applied:

- 5% penalty up to 90 days prior to the service booked
- 25% penalty from 90 to 50 days prior to the service booked
- 40% penalty from 50 to 32 days prior to the service booked
- 50% penalty from 32 to 17 days prior to the service booked
- 60% penalty from 17 to 8 days prior to the service booked
- 100% penalty from 7 days prior to the service booked

Cancellations sent by fax or email to Arbaspàa's server in the following hours, will be considered: Monday – Saturday 9:00 a.m. – 6:00 p.m.. For cancellations sent at night or on Sunday, the following working day will be considered, for receipt purposes.

### Cancellations by Arbaspàa srl

All the offered tours are subject to a minimum number of participants indicated in the offer, that the customer declares to know. Should this number not be reached within 24 hours before the service, Arbaspàa srl has the right to cancel the tour. In this case, the people registered will be refunded the price paid for the tour. In any case, Arbaspàa srl will offer suitable alternative solutions, booking the customers on alternative activities, or offering the same activity with a lower number of participants and with some modified services.

Due to bad weather, inconveniences or causes not ascribable to Arbaspàa srl, some services (such as panoramic flights, paragliding, boat excursions) may be cancelled. Arbaspàa srl agrees to keep constantly updated on the weather conditions in order to promptly notify possible problems or cancellations of the tour. In case of impossibility to go on the tour, the customers have exclusively the right to be refunded of the price paid.

### Liability

Arbaspàa srl only operates as intermediary between the travellers and the organizations or people that offer the services indicated in the itineraries, such as: transport companies (including flights, buses, trains, etc), boats, guides, restaurants and all other suppliers. As a consequence, Arbaspàa srl will not be deemed liable for any lack of the services purchased through the same, as well as for possible accidents, damages, injuries, delays or irregularities that could occur during the services, to the customers undertaking the tour, including luggage and personal objects.

Any possible claim for inconveniences, lack or insufficiency shall be immediately notified during the service, to give the suppliers the possibility to take suitable measures. Any possible request of refund or indemnity must be received by Arbaspàa srl within 7 days from the date the service was enjoyed and/or prior to the date foreseen for the service.



**Competent court**

Each and any controversy arising from this agreement, will be subject exclusively to Italian laws and devolved to the exclusive jurisdiction and competence of the Court of La Spezia, Italy.