

TERMS, CONDITIONS & DISCLAIMERS

Definitions: PALIOTOURS.COM is a registered domain name. It is used in the context of the World Wide Web and other marketing portals to promote and solicit travel services. The name is part of Atlantic Ventures USA, Inc., ("the Company"), a registered travel company and provider of travel related services.

General Conditions: Confirmation and payment of any reservation constitutes acceptance of the financial agreements between the Company and the Customer and the provisions of this agreement are in effect. The Company is acting as a tour operator responsible for arranging reservations for the services as outlined in the website paliotours.com. All suppliers providing transportation, guided tours, and lodging for the Company are not associated with, nor are they employees of the Company. The Company assumes no responsibility or liability for any claims, damages, expenses or other financial loss, whether to person or property, arising from, but not limited to, injury, accident, death, delay, alteration or inconvenience, by whatever cause, including airline scheduling, default, strike, terrorism, war, hostility, civil disturbance, quarantine, or resulting directly or indirectly from any other acts of nature. Under no circumstances is the Company to be construed as a Common Carrier under contract for safe carriage of the passenger or his/her baggage and personal belongings.

Prices: Tour prices are generally quoted per person, double occupancy, 'land only'. Single supplements may apply. Airfare is not included unless otherwise stated and when quoted is based on east coast U.S. departures. Other departure cities in North American locations can be accommodated. There may be additional charges. Charges for airport taxes, security and service fees (which are subject to change) will be added to your invoice. Prices are based on currency exchange rates in effect at a given time or time of payments. Prior to Final Payment, Prices are subject to change. Notification will be given if necessary. Prices are guaranteed once final payment is made.

Reservations and Payments: For any Group Tour, Special Ticket Package or Property Rental ("Rental") reservation, the initial deposit is due from the confirmation of its availability or on receipt of invoice. Airfare, Day Tours and Cooking Classes are to be paid in full upon receipt of invoice. Payment of any remaining balance due, unless otherwise stated, must be paid no later than 60 days prior to designated Starting or Travel Date. For Group Tours no changes are allowed less than 60 days prior to departure. Before final payment, prices are subject to changes in currency exchange rates and prices can be adjusted if necessary before any final payment. Changes to the original reservation or Cancellations will result in a \$50 Change Fee per reservation. Payments can be made through out online payment service provider, PAYPAL, or by direct credit card charges. Personal checks are accepted, but reservations will be nullified if funds for the deposit or final payment are not paid by your bank. Your Confirmed Reservation will be acknowledged by email, if applicable, by fax or by U.S. mail. Payments should be sent to and made payable to Palio Tours 1825 Ponce de Leon - 438 Coral Gables, Florida 33134.

Credit Cards: American Express, VISA and MasterCard are accepted for reservations and payments. Due to increased service charges, Business Cards issued by any of these institutions and used as the form of payment for any reservation are subject to an additional 2% handling charge.

Waiting List: If and Group Tour or Special Event Package (Palio, Carnival) is fully booked at the time you submit a Reservation Request, you will be offered a 'Waiting List Option'. If you chose this option, it will require a deposit. Upon any cancellation you will be automatically added to the primary tour group or confirmation of your special package. If you cancel while on the waiting list, or we reach the 60-day final payment period before you can be confirmed, then your deposit will be returned in full, net of any credit card services charges.

Refunds and Cancellations: The Company reserves the right to cancel any Group Tour, Special Event Tour, Day Tour, Property Rental or Cooking Class at any time if sufficient reservations are not received or for other unforeseen reasons that impair the success or enjoyment of the tour, event, activity, or use of rental property, as the case may be. In these cases all deposits and or payments will be returned in full.

For any reason **IF YOU DECIDE TO CANCEL A RESERVATION, YOU MUST NOTIFY THE COMPANY IN WRITING OF YOUR INTENT TO CANCEL.** If you cancel a reservation and the written cancellation is received within 30 days from the date you made the reservation, then all fees paid will be refunded, with exception to the provisions for Tickets stated below and otherwise net of credit card service charges. After the first 30 days of your reservation period, deposits and payments will follow the refund schedule below. If you cancel after the first 30-day period and someone takes your place, then administrative cancellation fees may apply, in addition to Ticket costs, which will be deducted from your deposit or payments.

After the 30 day initial reservation period, but Prior to 90 days before start date: Refund, less 25% of total cost; Prior to 60 days before start date: Refund, less 50% of total cost; Less than 60 days before start date: No refunds.

No refunds are made for unused portions of any reservation, including but not limited to missed meals, missed guided tours, Tickets (includes airline tickets), or non-use of hotel room or property rental.

Special Event/Tickets: Due to the nature of the Special Events and their ticketing process, tickets purchased for the Palio, Venice Carnival, or any Opera performance ("Tickets") cannot be refunded for any reason, including but not limited reasons for weather conditions. If you need to cancel and another buyer can be found for the Tickets by you or by the Company, then the Company will provide for a refund for the cost of the tickets, net of any transaction costs (including, but not limited to, credit card services fees and exchange rate costs) so incurred. Refunds for hotel accommodations supplied for any

cancelled Special Event package will be subject to the refund schedule found above. Airline tickets ("Tickets") are subject to the terms and conditions applied by the specific airline or agency that has issued the Tickets. Cancellation of any Special Event made for any reason by the organizing company, are subject to the terms of refund set by that company.

Property Rentals must be paid in full 60 days before Start Date. In most cases, the initial deposit is not refundable if you decide to cancel. For any reservation followed by a cancellation - Any and all funds paid are non-refundable if cancellation is given within 60 days of Start Date. Clients must exercise care and respect for the rented properties and will be held responsible by the owner for any damage to the property. In some cases the owner will require a security deposit, to be paid on arrival and settled on departure along with other costs of utilities.

Venice Costume Rentals are reserved based on your request. For any cancellation, an administrative fee of 80 euro will be non-refundable.

Cooking Classes require full payment at the time of the confirmed reservation. No refunds if you cancel less than 30 days before start date. Cancellations prior to 30 days refunds will be provided net of any related credit card service charges.

Day Tours require full payment at the time of the confirmed reservation. No refunds if you cancel less than 30 days before start date. Cancellations prior to 30 days refunds will be provided net of any related credit card service charges.

Hotels are reserved for Individuals, Group Tours and Special Events subject to your request and confirmed when we receive your credit card authorization. Charges unless otherwise informed will be incurred by the Company and then passed on as invoiced to your credit card either prior to or on your arrival. Any cancellation and subsequent refund is subject to the policies of the respective hotel and the refund schedule herein.

Transportation: Group Tours - the Company will provide ground transfers from/to airports or central city train stations as needed to accommodate the travel group. Transportation will also be provided on daily excursions as noted in the respective tour itinerary. All vehicle fees and fuel costs are included in the cost of the tour. The cost of these services may be adjusted or the service eliminated if the group size is not sufficient. Rentals and Cooking Classes - transportation services can be arranged for all or part of your stay. Airfare can be included with any travel option offered by the Company. Certain tours will include airfare as part of the cost.

Hotels & Meals: Group Tours - Hotels are selected based on quality and our own personal experience. Our minimum requires that the hotel has been listed for 3 stars as rated by the Italian Government. Air conditioning is standard for all rooms and they are equipped with shower, telephone, and TV and in most cases a mini bar. Breakfast will be served each day, consisting of cereals, breads, pastries, butter, jams, sliced meats, fresh fruit, juices, and coffee, tea, espresso, or cappuccino. Customer is responsible for

expenses associated with personal items incurred while staying at the hotel (i.e. mini-bar items, telephone calls). Other than breakfast, an additional meals will be provided as noted on each itinerary by "group lunch" or "group dinner". The combination of dinners and lunches, depends on your tour itinerary and group size.

Itinerary: Group Tours - The Company reserves the right to alter the itinerary or substitute hotel accommodations or transportation services as it may become necessary to provide for a tour that meets with our requirement to provide the best in special event travel.

Tour Guides: The Company has arranged for expert tour guides to accompany your group on the various city tour segments of the itinerary. Each maintains their official status, Guida Turistica Autorizzata, with the tourist boards and local authorities. They also speak several languages (Italian, German, English, French) should you need help with translation.

Travel Suggestions: Some tour dates are in the middle of the summer months and while evenings in Italy can be comfortable, the days especially in August are very warm. So pack light and bring your best warm weather gear and clothing, especially in July and August tour dates. So that we can accommodate the transfer of all parties and their luggage, please limit yourself to one piece of luggage, in addition to one carry-on type bag. Reasonable baggage sizes should apply. If this cannot be accomplished, please notify us at the time of your reservation. A nominal surcharge may apply in order to transport your luggage.

Group Tour Members: The tours require each participant to provide their cooperation to unexpected situations that may occur during the tour. Also each member should be prepared for walking during the guided city tours and be mentally alert during such group activities. If you have any physical or other health concerns, we suggest that you speak to your doctor and for him/her to assess your ability to partake in the itinerary. Unfortunately, we are not able to accommodate requests for wheel-chairs or individuals that require special assistance. The Company reserves the right to decline to accept any person as a member of a tour, or require any participant to withdraw from the tour at any time should such person become a risk to the health or safety of himself or other tour members.

Travel Insurance Protection: To cover costs associated with your reservation, the Company encourages you to consider purchasing a travel insurance policy. The Company does not supply or support any one company in this regard but can make suggestions as to the companies that provide this service - see these options here [>>](#)

Passports & Visas: All customers must possess a valid passport and/or any visas or special travel documents that can be used as a proof of citizenship. The Company accepts no liability for clients improperly documented. Purchaser should not rely upon representations other than those in this contract.

Atlantic Ventures USA, Inc. is registered as a Seller of Travel in the states of Florida, Registration No. ST-33263 and California Registration No.2087502-50, doing business as Palio Tours (paliotours.com) and Ave Italia (aveitalia.com).

DISCLAIMER: The Company is not liable in respect to personal injury, loss or damage of personal property or loss of life, while engaged in the tours or other services provided herein. The Company is not responsible for third party cancellations for any reason due to unforeseen circumstances and or those beyond its control.

It is recommended that clients arrange travel insurances for medical, personal, property, or cancellation.