



WWW.ORIZZONTILAKECOMO.COM

BOOKING TERMS AND CONDITIONS: CONSUMER'S CANCELLATION OPTIONS, PENALTIES AND LATE ARRIVAL

These terms are part of the complete Agreement "Terms and Conditions" duly published on the website footer of www.orizzontilakecomo.com owned by SEIXSETTE SOCIETA' A RESPONSABILITA' LIMITATA SEMPLIFICATA.

At your booking completion and payment to/at SEIXSETTE SOCIETA' A RESPONSABILITA' LIMITATA SEMPLIFICATA, through www.orizzontilakecomo.com and/or its online booking system (Bookingkit GmbH) and/or via e-mail correspondence, you are accepting and signing the complete Sale Agreement and this cancellation policy. The Sale Contract is legal for both parts, here called and written "Consumer", "you", "your", "Company", "Agency", "we", "us", "our", "SEIXSETTE SOCIETA' A RESPONSABILITA' LIMITATA SEMPLIFICATA".

ONE-DAY GROUP TOURS

The Consumer may cancel and/or revoke the purchase by communicating this intention in writing to our Email Address.

. **100% refund** (less payment's fees and commissions) will be given if your cancellation is received up to 3 days before your Tour date and time, unless otherwise stated on www.orizzontilakecomo.com with reference to your specific Tour and/or otherwise agreed.

. **No refund** will be given if your cancellation is received from 3 days before your Tour date and time, unless otherwise stated on www.orizzontilakecomo.com with reference to your specific Tour and/or otherwise agreed.

. No refund in case of **No Show** from the Consumer. Any doubt or request for assistance to reach departure point MUST be submitted in advance and in respectful time. Last-minute assistance may not be available and if no answer is received from the Company in this case, any justification won't be accepted.

. **Late arrivals:** Tour Leaders are not allowed to wait for Consumers arriving late. In case of late arrival or no show, no refund will be given.

SPECIFICALLY: MULTI-DAY GROUP TOURS

All the above mentioned clauses are valid for our multi-day group tours too, but:

. **100% refund** (less payment's fees and commissions) will be given if your cancellation is received up to 60 days before your Tour date and time, unless otherwise stated on www.orizzontilakecomo.com with reference to your specific Tour and/or otherwise agreed.

. **50% refund** (less payment's fees and commissions) will be given if your cancellation is received from 59 days to 45 days before your Tour date and time, unless otherwise stated on www.orizzontilakecomo.com with reference to your specific Tour and/or otherwise agreed.

. **No refund** will be given if your cancellation is received from 45 to 30 days before your Tour date and time, unless otherwise stated on www.orizzontilakecomo.com with reference to your specific Tour and/or otherwise agreed.

PRIVATE AND/OR CUSTOM TOURS AND EVENTS

. When the consumer books the experience, tour or event privately, only and exclusively for himself/herself/*self and/or his/her/* group.

. When the consumer, through the payment of a deposit or a full amount to SEIXSETTE SOCIETA' A RESPONSABILITA' LIMITATA SEMPLIFICATA, requests and confirms a tour, experience or event duly customized and organized by the agency according to the consumer's requests and needs.

The Consumer may cancel and/or revoke the purchase by communicating this intention in writing to our Email Address.

Cancellation terms and refunds depend on the experience/tour/event booked and are duly communicated to the consumer before booking.

When a deposit or the full amount is paid, those terms are considered as accepted. Please ask for more information in case of any doubt.

The following is considered accepted for all private/custom events and tours:

. No refund in case of **No Show** from the Consumer. Any doubt or request for assistance before your tour or event MUST be submitted in advance and in respectful time. Last-minute assistance may not be available and if no answer is received from the Company in this case, any justification won't be accepted.



. **Late arrivals:** Tour Leaders and Assistants are not allowed to wait for Consumers arriving late. In case of late arrival or no show, no refund will be given.

CANCELLATION FOR WEATHER CONDITIONS:

. 100% refund will be given in case of very bad weather conditions that do not permit our tour leaders/guides/cooperators/suppliers to conduct your Tour or Event.

. No refund will be given if the Consumer cancels the Tour because of weather conditions even if the Company has confirmed date and time, unless the request for cancellation is received in due time as per the above mentioned clauses.

. Consumer might also be offered a different data and/or time in case of an event of a very adverse atmospheric conditions predicted right before or during your Tour.

Refunds will be processed as soon as possible and in accordance to the timing of the relative payment's method.

The communication should be sent to the Company's Email Address, indicating:

- The number of registered persons and relative names for whom the cancellation is requested
- Name of the booked Tour, date of booking and scheduled Tour date
- Amount paid and date of payment

The cancellation is deemed to be complete only when a confirming email from the Company is received.

CANCELLATION AND CHANGES COMING FROM THE COMPANY:

The Company is entitled to cancel and/or change the details of a Tour/Event in the following cases:

- a) failure to reach the minimum number of participants required from your tour/event
- b) reasons of force majeure
- c) unforeseeable circumstances (Very bad weather conditions, serious personal matters...)
- d) when cancellation comes from our suppliers for sudden and unforeseeable circumstances

If the Activity is cancelled for one of the above reasons the amount paid for the purchase will be refunded in full or a voucher will be issued.

Under no circumstances will the cancellation of the event entitle the Consumer to file damage claims or seek an indemnity over what was paid for the booking and, consequently, the cancellation. Possible cancellations and/or changes will be communicated by the Company as soon as possible via the contacts (email or telephone) specified by the Consumer at the time of the payment. Even if it is not possible to contact or notify the Consumer prior to the scheduled time of the Tour/Event, only the amount paid by the consumer will be refunded.

FORCE MAJEURE

Except where otherwise expressly stated in these Booking Conditions we are not obliged to provide a full refund (partial refunds maybe given after deducting unrecoverable costs) or pay you compensation if our contractual obligations to you are affected by "Force Majeure". For the purposes of these Booking Conditions, Force Majeure means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s) concerned's control. Check with your travel insurance provider as you may be able to reclaim these costs.

L'Azienda:

SEIXSETTE SOCIETA' A RESPONSABILITA' LIMITATA SEMPLIFICATA - Via San Fermo 20 - 23867 Suello (LC)

P.IVA 04094260132 / C.F. 04094260132 - REA: LC-419217

Sito internet: www.orizzontilakecomo.com / Contatto telefonico: +39.333.3256120 / Indirizzo E-mail: info@orizzontilakecomo.com