

Italy in Style, its agents, employees and representatives cannot be held liable or responsible of: any injury, damage, accident, loss, annoyance, detention, delay, expense or other issue because of any act or default of any of its suppliers; labor disputes, quarantine, strikes, force majeure; war or threat of war, acts of terrorism or threat of terrorism, civil unrest or threat of civil unrest, act of government or civil authorities; adverse weather conditions, sickness, theft, natural or nuclear disaster, epidemics, quarantine, technical or administrative problems with transport, closure of airports; discontinuance or change in travel or hotel services or schedules or rate changes; or any other cause beyond the control of Italy in Style or a supplier and which are not caused by any negligence, wrongful action or omission on the part of Italy in Style, its agents, employees and any associated companies. You are hereby given notice, and you hereby agree that all event and museum tickets issued, and all arrangements for transport or conveyance, or for hotel accommodations, and any other arrangements provided herein, are made only on the expressed condition that Italy in Style, its agents, employees and representatives shall not be liable for any injury, damage, accident, loss, annoyance, delay, expense, problem or irregularity which may be occasioned either by reason of any defect in any vehicle or other means of conveyance, or through the acts, omissions or defaults of any company or person engaged in conveying the passengers herewith, or of any hotel proprietor or servant, or any other person, firm or entity, not under the direct supervision, control or employment of Italy in Style, its agents, employees, representatives and associated companies.

Documentation

Italy in Style does not provide visas, or any other travel documentation. It is your responsibility to have a valid passport, required visas, and any other traveling documents required by governmental regulations. Italy in Style cannot be held liable or responsible for problems related to these documents, or the lack of them, or the recovery of lost documents.

Reviewing Voucher Information

While Italy in Style takes the utmost care in making sure the information on your travel voucher(s) is complete and accurate, it is your responsibility to carefully read and review voucher(s) immediately after receiving it/them. Failure to contact us in time to allow for the correction and re-sending of voucher(s) could result in the loss or cancellation of your reservation, tickets or services listed on the voucher for which we will not be responsible. In such a case, no refunds will be possible.

Transport

Train Tickets

Train ticket purchases are non-refundable.

Airline Tickets

Italy in Style acts as an agent for carefully selected service providers, all of which are independently owned and managed. Italy in Style shall not become liable for any personal injury, property damage, accident, delay, inconvenience, change in service(s) or rate(s) (due to exchange rate or service provider decision), or any other irregularity due to wrongful, negligent or arbitrary acts or omission on the part of the service provider(s). By engaging Italy in Style and making full payment for the specified service(s), you agree to hold Italy in Style harmless in making arrangements on your behalf and that any claim(s) of damage(s), refund(s) or credit(s) after arrival shall be sought directly from the service provider(s).

For the issue of all international tickets the service fee is \$ 75 per ticket (in conjunction with other services). Changes made to already issued tickets incur a change processing fee of \$ 30 per airline ticket per person in addition to any airline imposed penalties/fees. Name changes, if allowed by the carrier are \$ 30 plus airline fee and reissue ticket fee. A cancellation processing fee of \$ 75 per person per airline ticket is applied to canceled tickets in addition to any airline penalties. Internet air reservations (low-cost) or ticket \$ 45.

Travel Insurance

We highly recommend you purchase travel insurance, available at extra cost, to protect the investment you have made and help insure peace of mind before, during and after your trip.

Prices

Prices, tariffs and taxes are subject to change. All additional services are quoted in Euros. The exchange rate applied is the current rate of the day of the charge plus bank exchange fees. Payment by:

- credit card (Visa, M/C, Amex)
- check or money transfer made to Italy in Style

Travel Design Packages

Our travel design service caters to all types of travelers, from first timers who look for expert knowledge to seasoned travelers who want to go off-the-beaten-path. As part of Italy in Style’s services, we are happy to provide our clients with a customized itinerary and quote.

Conditions

Upon confirmation a 30% deposit is required. Final payment is due sixty (60) days prior to your departure.

Italy in Style acts as an agent for carefully selected accommodations and service providers, all of which are independently owned and managed. Italy in Style shall not become liable for any personal injury, property damage, accident, delay, inconvenience, change in accommodation/ service or rate (due to exchange rate or service provider decision), or any other irregularity due to wrongful, negligent or arbitrary acts or omission on the part of the property(ies) reserved or service provider(s). The Client by engaging Italy in Style and making full payment for the specified service agrees to hold Italy in Style blameless in making arrangements on her/ his behalf and that any claim(s) of damage, refund or credit after arrival shall be sought directly from the property/service provider. Please be advised that any changes to your confirmed service(s) must be requested in writing. Any change in the terms of confirmed reservation(s) may result in additional fees.

Cancellation policy

In the event of cancellation, deposit and final payments are non-refundable and non-transferable. Travel insurance, which is available at an extra cost, is highly recommended. We will be happy to provide a quote upon request. The cancellation penalties listed above will be strongly adhered to regardless of the reason for cancellation.

No refunds will be issued for unused services including missed transfers due to airline changes and/or missed flights.

Passengers are required to notify local service provider (contact information is indicated on the voucher) in the event of a last minute flight change/delay/cancellation to their arrival.

Please note: travel design packages are based on a unique combination of accommodations and services designed for independent travelers that wish to enjoy the freedom of an un-escorted trip with the consultation of an insider and local assistance. As a tailor-made travel package, they are presented on a total cost per person, and individual costs are not itemized.

Hotels

Conditions

Italy in Style acts as an agent for carefully selected properties, all of which are independently owned and managed. Italy in Style shall not become liable for any personal injury sustained during your stay in any of the properties booked, or resulting from breakdown of water, gas, electricity, phone, swimming pool filter systems, road conditions, and overall conditions of the property; property damage, accident, delay, inconvenience, change in accommodation(s) or rate(s) (due to exchange rate or property decision), or any other irregularity due to wrongful, negligent or arbitrary acts or omission on the part of the property(ies) whose name(s) appears on the

voucher. By engaging Italy in Style and making full payment for the specified accommodation(s), you agree to hold Italy in Style blameless in making arrangements on your behalf and that any claim(s) of damage, refund(s) or credit(s) after arrival shall be sought directly from the property(ies). It is your responsibility to arrive at the property at the scheduled time, and to let Italy in style (or the property owner) know of any variation of your arrival time. If problems arise during your stay, you have the responsibility to contact Italy in Style immediately.

Cancellation policy

In the event of Cancellation, a full refund (excluding a non-refundable \$ 125 Cancellation fee) will be returned if payment has not yet been forwarded to the property. After finalization of the pre-payment to the property, no refunds are possible. A change processing fee of \$ 50 per property applies for any changes made to any booking after payment has been made to the property.

Reservations made in conjunction with additional services as part of Travel Design Packages are non-refundable and non-transferable. Travel insurance is available at an extra cost and is highly recommended.

Cooking classes and Wine Tasting

Conditions

It is the client's responsibility to 1) arrive on time at the class 2) call the organizer in case of delay 3) inform Italy in Style and the service provider of any food or other allergies. Italy in Style is not responsible for allergic reactions to any substance, or food borne illnesses.

Cancellation policy

All change requests received before travel documents are sent will be done at no charge. For all requests received after travel documents are sent, a \$ 50 per change plus additional fees, where applicable apply. For Cancellations received between the date of service confirmation and until fifteen (15) business days prior to the date of service, a 25% cancellation fee, per service, applies (for some culinary schools or chefs, Cancellation fees may be higher); services cancelled fourteen (14) or fewer business days prior the date of service are non-refundable.

Guided Services (private walking tours, excursions, personal shopper)

Conditions

Italy in Style and any of its affiliates and hired guides will not be responsible for any injury sustained during a walking tour, nor for injury or other damage resulting from the use of a car during transfers or tours.

It is the client's responsibility to be at the meeting point on time. If you are late, it is your responsibility to call the number provided on the voucher. If the delay is over ½ hour from the time of the appointment, the service will be cancelled and no refund will be granted. If other arrangements are made between you and the guide, additional charges apply. Entrance tickets to museums and archeological sites visited during a tour are subject to change without notice by any museum/site management.

Cancellation policy

All change requests received before travel documents are sent will be done at no charge. For all requests received after travel documents are sent, a \$ 50 per change plus additional fees, where applicable apply. For Cancellations received between the date of service confirmation and until fifteen (15) business days prior to the date of service, a 25% cancellation fee, per service, applies (for personal shoppers, Cancellation fees may be higher); services cancelled fourteen (14) or fewer business days prior the date of service are non-refundable.

Cancellations are only accepted in writing and calculated on Italian standard time basis.

Any changes to your confirmed service(s) must be requested in writing.

Museums

Conditions

Italy in Style offers a Museum reservation service for selected museums, all of which are independently owned and managed. Italy in Style processes orders in the fastest possible manner, in most cases within two (2) to three (3) business days. However, depending on which museums are ordered and how far in advance the order is made, the time necessary to complete the order may vary. Also, different museums follow different procedures and not all have the capacity to accept orders more than one (1) month in advance.

In such cases, orders are prioritized chronologically and processed as soon as technically possible. If the preferred date(s)/time(s) are not available we will book as close as possible to your preferred times unless instructed otherwise. Though Italy in Style will do its best to guarantee your requested time, we reserve the right to book (fifteen) 15 minutes before and (ninety) 90 minutes after your requested time. In the absence of alternative instructions, the Italy in Style decision is final. We highly recommend that you provide us with all information and instructions in connection with your order, including all limitations that might apply (e.g.: time restrictions in the event that the preferred time is not available).

Italy in Style advance museum booking service guarantees your entrance at a specific date and time. Confirmed dates,

times, and instructions contained in the confirmation must be respected. If you fail to meet the confirmed date/time of ticket pick-up and entrance, your tickets will not be honored or refunded.

Cost of entrance tickets to museums is subject to change without notice. Italy in Style price includes the reservation fees, Italy in Style service fees and entrance tickets. If you arrive late it will be up to the museum officer to allow you in or to refuse entrance. Italy in Style is not responsible for any inconvenience, or damage resulting from Cancellation, total or partial, of any order.

A \$ 15 per ticket change fee will be charged in the event that a change of date or time is requested on an already confirmed reservation, if such change is possible.

Cancellation policy

Once a reservation is confirmed, reservations and pre-paid tickets are fully non-refundable and non-transferable. Refunds (minus a \$ 10 per ticket handling fee) will be only provided in case of Museum closing due to unexpected events of any reason.

Vatican Museums and Sistine Chapel

Reservations for the Vatican Museums include prepaid entrance to the Museums and Sistine Chapel. Prices include the cost of the entrance ticket, reservation and Italy in Style service fee.

All members of your party will be asked to display proof of identification prior to entrance. The Vatican Museums reserves the right to deny entrance to any individual not adhering to their entrance rules and restrictions, including but not limited to lack of identification, dress code, etc.

Changes to the date, time, participants or cancellation of your Vatican request are subject to the above provided Museum Tickets Conditions.

Music, Culture and Special Events Tickets

Conditions

All Theaters, opera houses and other venues where these events take place are independently owned and managed. Italy in Style does not guarantee availability of tickets. Tickets must be paid in advance and are non-refundable. You are responsible for being at the venue at the indicated time or before the beginning of the show. Otherwise, you will be able to enter only after intermission. No refund will be possible in this case.

Cancellation policy

Tickets are non-refundable and non-transferable. Refunds will be possible in some cases, if Cancellation is due to a labor

strike or other unforeseen event or decision by the event's organizers. Italy in Style will not be responsible for any inconvenience caused by the Cancellation of an event or performance. Italian theaters reserve the right to change their program without notice and, in most cases, without advance notice to Italy in Style. If an event is cancelled by the organizers, it will be your responsibility to obtain a refund of the face value of the tickets directly at the box office on the day of the performance or within the period granted by the theater. You may also be able to exchange your tickets for another date. No refund will be offered for additional booking fees or processing fees added by Italy in Style.

Private Transfers , tours with private driver

Conditions

Italy in Style acts as an agent for selected suppliers, all of which are independently owned and managed. Italy in Style shall not become liable for any death, injury, property damage, accident, delay, inconvenience, or any other irregularity due to wrongful, negligent or arbitrary acts or omission on the part of the companies with whom arrangements are made.

The Client by engaging Italy in Style and making full payment for the specified service agrees to hold Italy in Style blameless in making arrangements on her/his behalf and that any claim(s) of damage after arrival shall be sought directly from the supplier. Please be advised that any changes to your confirmed service(s) must be requested in writing. All requests received before the shipment of the vouchers will be gladly accommodated as a complimentary service. All change requests received after the shipment of the vouchers will require a change fee of \$ 30 per adjustment and may require additional fees. Changes to the service must be confirmed before the reservation time.

It will be your responsibility to be at the meeting point on time. If you anticipate that you will be delayed for any reason and will not be able to honor your scheduled pick-up time, it is your responsibility to call the service supplier at the provided phone number or, Italy in Style's representative in Italy to alert the appropriate party to your delay. If it is possible, we will reschedule your pick-up time. Italy in Style makes no guarantee that a re-scheduled pickup time may be possible without additional cost.

For transportation to and from an airport, it will be your responsibility to provide the exact flight number, departure and arrival time. In case of airline delay or delays related to luggage pickup at Italy's airports, our suppliers will wait up to 30 minutes past the reserved pick-up time. If you are awaiting luggage in an airport and anticipate that you may be delayed, please contact the supplier to alert them of the change in

pickup time. In case of delays more than 1hr, a charge will apply.

In case the airline company doesn't provide with correct information about arrival time, and the vehicle has been already dispatched, a fee will apply. If a call is not made prior to reservation time, and/or you are not able to be present for your scheduled pickup, the service will be considered a no-show. No-show clients cannot reschedule the service and must re-book it at the full price.

It will be your responsibility to inform Italy in Style about the number of luggage pieces. If a larger vehicle or an extra vehicle may be needed for the extra luggage, you will be responsible for the price difference.

Cancellation policy - Private Transfers

For Cancellations received between the date of service confirmation and until ten (10) days prior to the date of service, a 25% cancellation fee, per service, applies; services cancelled between nine (9) and five (5) days prior to the date and time of service, a 60% cancellation fee applies; fewer than five (5) days prior to the date and time of service is non-refundable.

Cancellation policy - tours with private driver

All change requests received before travel documents are sent will be done at no charge. For all requests received after travel documents are sent, a \$ 50 per change plus additional fees, where applicable apply. For Cancellations received between the date of service confirmation and until fifteen (15) business days prior to the date of service, 25% cancellation fee, per service, applies; services cancelled fourteen (14) days of fewer from the date of service are non-refundable.

If the tour includes pre-paid reservations and/or museum entrance tickets, these are fully non-refundable. Cancellations are only accepted in writing and calculated on Italian standard time basis.

Weddings

Our custom wedding proposals are created based on clients' needs and desires. Actual cost will be provided to you after an initial consultation with a member of Italy in Style's Wedding Services.

Conditions

It will be your responsibility to collect all proper documentation required to fulfill a legal wedding ceremony in Italy and check with the closest Italian consulate if you have all the right documents that are necessary for the wedding.

It is your responsibility to arrive in the country early enough to complete all the necessary documents. It will be your responsibility to make sure we have the exact number of guests, their date and time of arrival and departure. It will be your responsibility to inform us of any food or other allergies/intolerances of anybody invited to the wedding.

Cancellation policy/Event modification

A cancellation request must be in writing. Modification of individual services within a confirmed wedding ceremony must be submitted in writing. You will be charged a service processing fee of \$ 50 for each change made once the booking has been confirmed and/or payment has been made to the supplier/s. If, after booking a wedding ceremony the client decides to fully postpone the event, Italy in Style will attempt to confirm the same arrangements for an alternate date, however substitutions may be necessary based on availability. Italy in Style will charge a \$ 700 fee if a ceremony postponement is requested. The client will be responsible for any increase in price resulting from the change of service, date or necessary substitutions made in order to complete the ceremony on a new date. The client will also be responsible for fees charged by the individual service providers (including but not limited to the celebrant, operator of the ceremony location, florist, etc.) resulting from the modification or postponement of the event.

For cancellations received between the date of wedding package confirmation and until 60 days prior to the date of departure: deposit forfeited; between 59-45 days prior to the date of departure: deposit + 60% of cost forfeited; between 44-36 days prior to the date of departure: Deposit + 80% of cost forfeited; 35 days or less prior to the date of departure: no refund. Cancellations and postponements are only accepted in writing.

Consultation Service

Travel Consultation rates:

\$ 75 for a 30-minute consultation by phone (which covers extra time we spend before your call looking at your profile/itinerary). Appointments exceeding 30-minutes will be charged \$ 25 for each additional 15 minutes. Coordination fees start at \$ 65/hour (i.e. family reunions).

Cancellation policy

A 24-hour cancellation notice applies. A cancellation request must be in writing. If proper note is received prior to the first consultation appointment, you are eligible for a refund of fees paid minus \$ 25 cancellation fee.

Restaurant Reservations

Reservation fees are completely non-refundable. Italy in Style is not responsible for the quality of restaurant service, food or presentation. Italian restaurants reserve the right to change their menu and pricing without notice and without advance notice to Italy in Style.

The cost of the meal must be paid on site at the restaurant in accordance with the restaurant's current pricing. Credit cards may not be accepted depending on restaurant policy. Italy in Style charges \$ 15 for the service of reserving the table.

If the preferred date(s)/time(s) are not available, we will book as close as possible to your preferred times unless instructed otherwise. Though Italy in Style will do its best to guarantee your requested time, we reserve the right to book 30 minutes before and 60 minutes after your requested time.

Jurisdiction

Italy in Style and its Client agree that the laws of California shall govern this contract, and that exclusive jurisdiction over all disputes arising out of this contract shall be in the courts of San Mateo County, California.

Agreement

The client making the booking agrees to accept and abide by the Terms and Conditions of this contract. Also, the client acknowledges that he/she has relayed all such info regarding Additional Services Terms and Conditions to all members of the client's traveling party. Therefore all members of the traveling party are bound by the Terms and Conditions of this contract. Please note for any comments and/or correspondence, Italy in Style will only correspond with and direct all comments to the client making the booking.