



TERM & CONDITIONS

1. The rates provided for you on this website are available ONLY through ITT Italian Travel Team .
2. Your credit card will be charged ONLY after the booking is confirmed. Once the credit card is processed, we will email your CONFIRMATION/ACCOMMODATION VOUCHER to you, which MUST BE retained for check-in Purposes and signed by the credit card's holder.

Please note that all transaction are in Euro.

ITT Italian Travel Team takes no responsibility if you lose the voucher. In any case you or our guest can contact us during office hours: phone +39 0656567830.

3. Due to processing requirements, on occasion hotels are unable to confirm a reservation immediately. Below is the usual response time taken to confirm reservations for hotels when immediate confirmation is not available:

Please allow 24 hours to process your request during weekdays (Monday to Friday) and 48 hours on weekends (Saturday and Sunday). Generally, we will be able to confirm your booking much earlier, depending on the hotel respond time. Circumstances that may cause delays in replying to you include public holidays and time zone differences.

4. If you wish to cancel your booking after the voucher has been issued, a cancellation fee will apply. The cancellation fee varies according to the hotel specified in your booking as well as your check-in date. The cancellation policy and fees will be displayed to you on the final page of the booking process.

The cancellation policy for your booking will be the same as, or stricter than, our STANDARD cancellation policy, as displayed below:

If you cancel after the voucher has been issued a nominal cancellation fee will apply. The nominal cancellation fee is Euro 20,00

If you cancel before the voucher has been issued no cancellation fee will apply. Cancellation fee varies, also, from hotel to hotel. If you breach the Hotel Cancel Policy, most hotels would charge one night for every room booked.

In certain cases, the hotel will forfeit the deposit. Please refer to the Hotel Cancel Policy for further information.

5. All cancellations must be made IN WRITING sending an email to info@italiantravelteam.com

When you contact us e require:

Booking ID

Email Address used in the booking

Name and Surname used in the booking

A Cancellation must be confirmed back to you by one of our consultants. If you have not received a confirmation of the cancellation within 24 hours after submission, it means we have not received it and you must resubmit it.

6. If you wish to amend your booking, a nominal amendment fee will apply. The amendment fee is Euro 5,00

Please note: the fee will apply per each amended booking . For example, if you have made 2 booking for 2 hotels, and are making amendments to both of these bookings, you will incur a fee of EURO 5,00 x 2 = EURO 10,00

Any amendment advised to us within 5 days of your arrival date or once you have arrived at the Hotel, may be treated as a late amendment. Late amendments may be subject to a fee based on the Hotel's amendment policy, as advised to Italian Travel Team. If a Late Amendment Fee is applied, the nominal amendment fee will not be charged.

Should you ask to change a booking from one Hotel to another Hotel, you will NOT be charged an Amendment Fee. This will be considered as a cancellation of an existing booking, and the applicable Cancellation Fee will apply.

In order for us to ensure accuracy, we will only accept amendments IN WRITING . We will not accept amendments over the phone, unless the matter is extremely urgent.

Amendments can be submitted to us sending an email to info@italiantravelteam.com

Please try to give us as much notice as possible to allow for sufficient time to contact the hotel(s) concerned and a new voucher to be sent to you.

An Amendment must be confirmed back to you by one of our consultants. If you have not received a confirmation of the amendment within 24 hours after submission, it means we have not received it and you must resubmit it.

When you contact us e require:

Your Booking ID

Email Address used in the booking

Name and Surname used in the booking

If you require us to correspond with an email address that is not the one used in the original booking or the one via which the amendment was sent, please include the new details with the amendments required.

7. You must submit a valid email address on the Reservation Form. This email address will be used for all future correspondence relating to your booking. All care must be taken by you to ensure that the information provided in the Reservation form is correct. Italian Travel Team takes no responsibility for any incorrect information submitted.

8. Italian Travel Team intends to provide you with all the services that you request from us. In rare cases, when it is not possible to confirm your reservation due to overbooking or other circumstances, we will endeavour to offer you an alternative of comparable price and standards. If this occurs, we will contact you via e-mail and request your authorisation to proceed with this new booking. If you decline the alternative, and you were already charged for the original booking, a full refund will be given to you as soon as possible.

9. Whilst every effort is made to ensure your requested room type is available, we cannot guarantee the actual bedding configuration of the room. These requests are forwarded to the hotel and are subject to availability on the day of check-in. All additional requests (smoking room, etc) are also

subject to availability and cannot be guaranteed by Italian Travel Team .

10. Disclaimer: Italian Travel Team makes its best efforts to ensure that all the information that appears on its website is accurate. However, Italian Travel Team does not accept liability for any errors and/or omissions and reserves the right to change the information published at any time and without notice.

11. Complaints: In the case of any problem or complaint, it is imperative that the client informs Italian Travel Team at the earliest opportunity in order that they have the chance to rectify the situation as quickly and efficiently as possible. Any complaint, which cannot be resolved locally, must be notified in writing to Italian Travel Team within 3 (THREE) DAYS of the end of the service provided. A copy of the complaint must be also be submitted to and signed by the hotel manager. If a client fails to follow this procedure this may hinder the ability of Italian Travel Team to rectify the complaint and reduce or extinguish any claim the client may have.

12. Hotel Information: All hotel information that is published on the website is current and is subject to change without notice. Italian Travel Team staff has visited the majority of its featured hotels and every effort has been made to describe the hotels as accurately as possible. However, Italian Travel Team cannot accept responsibility for facilities, which are temporarily not available, are under renovation or not suited to individual tastes and preferences. Redecoration and maintenance is necessary to the upkeep of the hotel and may take place without prior warning, whilst the hotelier or supplier will endeavour to keep inconvenience to a minimum. The effects of normal wear and tear can be expected in a hotel and these are beyond our control. Italian Travel Team cannot accept responsibility for any disturbance or inconvenience to the client beyond their control nor for accidents in a hotel or loss caused by hotel management or staff.

13. Italian Travel Team does not accept liability for any indirect or consequential loss arising out of the use or connected with its website or for any products or services purchased from its website.

14. Italian Travel Team makes no warranty or representation about the suitability of any product or service purchased by the customer. Where permitted by law, the liability of Italian Travel Team shall not exceed the price of the product or service purchased by the Customer.