

## **Terms and Conditions**

### **Dante, Florence & The Enneagram, Florence 2020**

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#### **BOOKING PROCEDURE**

Provisional bookings may be made by verbally or by email, but must be confirmed by a completed booking form and payment within one week.

Upon receipt of your online booking form and payment we will send you a confirmation/invoice.

An itinerary and practical information will be sent to you three weeks before the commencement date.

If you have paid only a deposit or part-payment, the balance of the workshop cost must be received by 15 March 2020.

If you are booking less than 10 weeks before programme commencement full payment must be made at the time of booking.

If we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date.

If we do not cancel straight away because you have promised to make payment, you will be required to pay the cancellation charges shown in clause 3 depending on the date we reasonably treat your booking as cancelled.

#### **FITNESS.**

Two longer walks are scheduled, including uneven cobbled streets, hillsides and steps. To take part in these you should be prepared to walk at a reasonable pace for at least 60 minutes and additionally stand for at least 30 minutes without requiring a rest. You can of course enjoy the programme without participating in these walks, but no refunds can be offered.

#### **MEDICAL CONDITIONS OR DISABILITY**

If you have any special requirements as a result of any medical condition or disability, please tell us before making your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your holiday develops after your booking has been confirmed. If we reasonably feel unable to properly accommodate your needs, we reserve the right to decline your booking or, if full details are not given at the time of booking or the condition/disability develops after booking, cancel when we become aware of these details.

## ACCOMMODATION

Our venue offers a good number of twin/double bedded en suite rooms. The number of on-site single rooms is limited.

If single occupancy is a priority, you may prefer to book using the non-residential option and take advantage of accommodation close-by.

## INSURANCE

Adequate travel insurance is essential and should cover; medical expenses, repatriation and personal liability, as well as cancelled, delayed and missed departure and loss or damage to personal possessions.

When confirming your booking we will request details of your insurance. Please note that insurance premiums must be paid as soon as possible as cover (including cancellation cover) will not be effective until you have done so. Please read your policy details carefully and take them with you. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

## PASSPORTS / VISAS

Your specific passport, visa and other immigration requirements are your responsibility and you should confirm these in good time prior to departure.

## BOOKING CONDITIONS

The following Booking Conditions together with the Booking Procedure and our promotional information setting out details of this workshop, form the basis of your contract with NoveVie (via Solata, 10 24129 Bergamo (BG) ITALY company ID: IT03928410160)

Please read the conditions carefully as they set out our respective rights and obligations. By asking us to confirm your booking, we are entitled to assume that you have read and agreed to these booking conditions. In these booking conditions “booking”, “contract” and “arrangements” refer to the arrangements agreed with you unless otherwise stated. “You” and “your” means all persons named on your booking (including anyone who is added or substituted at a later date) or any of them as the context requires. “We” and “us” means NoveVie.

### Your contract

1. **A binding contract** between us comes into existence when we dispatch our confirmation invoice. We both agree that Italian Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us.
2. **Changes by you**  
Should you wish to make any changes to your confirmed booking, you must notify us in writing by email, as soon as possible. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests. Where we can, an amendment fee will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers.

### 3. Cancellation Policy

Should you need to cancel your booking, you must immediately advise us in writing. Notice of cancellation will only be effective when it is received in writing by us and receipt has been acknowledged, this being the cancellation date.

**The deposit is non-refundable, except under exceptional circumstances and solely at our discretion.**

The refund payable is shown as a percentage of the full amount due per person, in line with ticket type purchased. This excludes amendment charges which are not refundable in the event of cancellation.

**The following refunds apply per person cancelling, based on confirmed cancellation date.**

Cancellation date 95 days or more before the event 75% refund

Cancellation date 60 - 94 days before the event 50% refund

Cancellation date 41 - 59 days before the event 25% refund

Cancellation date 15 - 40 days before the event 15% refund

Cancellation date 14 days or less before the event 0% refund

Depending on the reason for cancellation, you may be able to reclaim your initial payment/s (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned.