

Ciao Bella Tours Pty Ltd
Terms and Conditions 2011

Itineraries: The itineraries for 2011 are scheduled on the websites www.ciaobellatours.com.au. Although we do our best to adhere to the schedules and experiences listed, each itinerary is subject to change for numerous reasons beyond our control.

Tour Costs: Tour costs for 2011 in twin share accommodation with bathroom facilities per bedroom are:

TOUR A (Thursday May 26 - Saturday June 4 2011) Cost per person \$AUD6597
Italian Healthy Indulgence and Slow Food (Tuscany)

TOUR B (Monday June 6 – Friday June 17 2011) Cost per person \$AUD7130
Big Island Hopping: Sensational Sicily and Sardinia

TOUR C (Saturday June 18 - Monday June 27 2011) Cost per person \$AUD6495
The Green Heart of Italy: Tasting Tuscany and Umbria

TOUR D (Thursday September 15 - Saturday September 24 2011) Cost per person \$AUD6590
Italian Healthy Indulgence & Slow Food (Tuscany)

TOUR E (Thursday September 29 – Saturday October 8 2011) Cost per person \$AUD6999
Trulli Puglia: Food, Wine, Lecce and Trulli Cones

TOUR F (Thursday October 13 – Saturday October 22 2011) Cost per person \$AUD7790
Piemonte's Palate: Luxury Taste Travels

Very limited single accommodation is available at a supplementary cost.

Accommodation is provided at a central 4* hotel in Firenze and at an "agriturismo" elegant country villa for Tours A, C, D in Toscana. There is a swimming pool at each country accommodation. For Tour B mainly 4* hotels or resorts, occasionally 5* or a good 3* for part of Tour B; country trulli and 4* hotel for Tour E; 4* hotels for Tour F.

Tour Includes: All accommodation (9 nights); 9 breakfasts, lunches and dinners (as outlined in itinerary); wine at lunch and dinner meals and at wine tastings (as determined by Ciao Bella Tours); all land transport (as outlined) which may include minibus with driver, private car, occasional local public transport, or use of taxi; entrance fees to museums and sites identified; an accompanying escort; documentation regarding itinerary and sites to be visited. Tours A & D include 10 lunches (not 9). Tour B provides 11 nights accommodation with one free day, allowing for independent travel between the two islands.

Tour does not include: Airfares, taxes, passport fees, travel insurance, visas (if applicable), items of a personal nature, telephone expenses, personal spending money, gratuities, additional beverages (other than wine at meals and aperitivi as determined by Ciao Bella Tours), luggage in excess of 20kg, portorage.

Payment and cancellation: In order to reserve a place in a tour a non-refundable deposit of \$AUD 550 is required at time of booking. Full payment must be made 70 days before commencement of the scheduled tour. In the event of a client cancelling a confirmed tour booking, the following cancellation charges apply:

- 71 days or more prior to commencement of tour = loss of deposit
- 30 - 70 days prior to commencement of tour = 20% of total price
- 08 – 29 days prior to commencement of tour = 35% of total price
- 01 - 07 days prior to commencement of tour = 50% of total price
- on day of commencement of tour, or later= 100% of total price

Ciao Bella Tours Pty Ltd reserves the right to cancel tours and refund all fees paid (including deposits) if minimum numbers (4 per tour) are not met, not less than 29 days prior to the scheduled tour.

Price variation: Due to international currency fluctuations it may be necessary to increase costs of tours if the exchange rate varies between the \$AUD and the EURO more than 8% from the exchange rate applying at August 20 2010. In this case, costs will be applied to prices quoted on the website. Variations will not be charged after full payment has been received by *Ciao Bella Tours Pty Ltd*.

Travel Insurance: Travel insurance is not included in the tour cost. Travel insurance is a mandatory requirement for acceptance on a *Ciao Bella Tours Pty Ltd* experience, and must include provision for emergency evacuation from Italy if required, medical treatment in Italy and/or Australia as appropriate, payment of hospital bills and repatriation back to Australia if necessary, travel delays, lost baggage, lost/stolen money. It is strongly recommended that insurance be taken out to protect yourself against unforeseen events that may occur, including but not limited to, cancellation fees, airfares and/ or land costs, overseas medical expenses. Should you have to cancel or interrupt your tour because of illness, injury or death to you or a family member, trip-cancellation insurance may protect most of your deposits and payments for both air and land costs. It is highly recommended that you also purchase Trip-Cancellation Insurance.

Withdrawal from the tour. *Ciao Bella Tours Pty Ltd* will not accept liability for any expenses incurred by tour participants who have to withdraw from a tour for medical or any other reasons. Tour participants will also be required to meet any personal or medical expenses incurred.

Health and fitness to travel: The client warrants that he/she is healthy and/or fit to participate in The Tour Experience. Tours require a moderate fitness level, requiring ability to walk on cobbled roads and footpaths in Firenze, steps, footpaths and roads in Sicily & Sardinia, and up some challenging hills in and around Firenze, in towns and on country roads. The most difficult parts are the Cinque Terre walk (in Tours A & D), particularly for those who would like to walk further than the Manarolo-Riomaggiore segment, and one (optional) walk in Sardegna (Tour B). Hill towns in Italy are in fact hilly. Bedroom accommodation in the country houses is almost entirely on the first (not ground) and, occasionally, second, floor.

Ciao Bella Tours Pty Ltd
Acknowledgement, Release and Indemnity

This is an important document which affects your legal rights and obligations. Please read it carefully before signing.

This agreement is made between *Ciao Bella Tours Pty Ltd*, its directors, employees, volunteers (hereafter called *Ciao Bella Tours*) and me/us, the undersigned, as applicant(s) to participate in a tour conducted by *Ciao Bella Tours Pty Ltd* (“The Tour Experience”).

1. I have read the tour itineraries, the general tour information, and the Terms and Conditions for *Ciao Bella Tours* and understand the nature of The Tour Experience, specifically: (circle the tour / tours you are applying to participate in):
 - TOUR A: Italian Healthy Indulgence and Slow Food (Tuscany)
 - TOUR B: Big Island Hopping: Sensational Sicily and Sardinia
 - TOUR C: The Green Heart of Italy: Tasting Tuscany and Umbria
 - TOUR D: Italian Healthy Indulgence & Slow Food (Tuscany)
 - TOUR E: Trulli Puglia: Food, Wine, Lecce and Trulli Cones
 - TOUR F: Piemonte’s Palate: Luxury Taste Travels

2. In consideration for the acceptance of my application to *Ciao Bella Tours* I hereby agree that I shall participate in The Tour Experience entirely at my own risk and that I, my successors, executors and administrators hereby agree to release and indemnify and not instigate any claim, demand or expense against *Ciao Bella Tours* for any personal injury, loss or damage to person or property suffered by me during or subsequent to my participation in The Tour Experience.

3. I acknowledge and understand that whilst participating in The Tour Experience:
 - My personal property may be lost or damaged
 - The conditions in which The Tour Experience is conducted may vary without warning
 - There may be no adequate facilities for treatment or transport of me if I am injured
 - I assume the risk and responsibility for any injury, death or property damage resulting from my participation in The Tour Experience.

4. I agree that I am responsible for my travel insurance and personal accident cover.

5. I agree to abide by the directions of *Ciao Bella Tours*, and agree that participation in The Tour Experience whether guided or unguided is entirely at my own risk, and I sign this indemnity as a condition of participation.

6. I agree to be bound by the terms and conditions of *Ciao Bella Tours* for participation in The Tour Experience as printed above.

First Name (as on passport): Participant 1 Participant 2.....

Surname (as on passport): Participant 1 Participant 2

Preferred first name (if different from passport name): Participant 1 Participant 2

Signed: Participant 1 Participant 2 Date:

Signature of witness: Date: Name of witness (please print):

Please return completed pages to
***Ciao Bella Tours Pty Ltd*, P.O.Box 6068, Cromer 3193 VIC AUSTRALIA**