



Tour Terms and Conditions - Vannelli Travel

Thank you for choosing Vannelli, LLC, your trusted tour operator. We consider it a privilege to welcome you to Italy and Europe, and to share our passion for authentic, immersive travel. This document explains what we provide when you book a tour with us and what you, our guest, agree to as part of our travel family. By reserving your spot, you accept these Tour Conditions. Please read them carefully.

1. Definitions

- **"Tour"**: The travel package operated by Vannelli, LLC.
- **"Participant/Traveler/Client/Guest"**: Any individual booking or joining a Vannelli Travel tour.
- **"Operator/Vannelli Travel/Company or the term 'we' or 'us'"**: Refers to the organizing entity: **Vannelli, LLC**
- **"Suppliers/Vendors"**: Independent third-party providers of services (e.g., hotels, restaurants, guides, transportation companies).
- **"Force Majeure"**: Unforeseeable events beyond the Operator's control (e.g., natural disasters, pandemics, war, strikes, government actions).
- **"Refundable Event"**: A documented circumstance qualifying for special cancellation consideration (see Section 5).

2. Tour Price Guarantee

- Your tour price is locked in and guaranteed from the moment we receive your deposit. While our published prices (which do not include airfare unless noted) may change over time, the price you confirm at booking will not change.
- **A Note on Custom & Private Tours** For our custom-tailored and private tours, a different booking process applies. To begin the personalized itinerary design process, we require an initial non-refundable planning deposit. This allows us to dedicate our time and resources to crafting your unique travel experience. Once the itinerary is finalized and has been approved by you, we will provide the final, guaranteed tour price. Your initial planning deposit will be credited toward the total cost of your tour, and the remaining balance will then be due.

3. What's Included in Your Tour Price

We believe in clarity and value. Your tour price includes:

- **Accommodations**: Every night of the tour in carefully selected hotels, charming B&Bs, or family-run agriturismo.
- **Transportation**: All group transportation within the itinerary, from the first hotel to the last.
- **Expert Guides**: A professional Tour Leader throughout your trip, plus licensed local guides for specific sites and city tours.
- **Sightseeing & Admissions**: All activities and entrance fees listed in the itinerary.

- **Meals:** All daily breakfasts, plus at least one typical meal in each major city we visit.
- **Tips:** All tips for guides, drivers, and staff for the included activities.
- **Local Taxes:** Tourist taxes (tassa di soggiorno) and related charges.

Not included: International flights, airport transfers (unless specified), personal expenses (laundry, minibar, phone, etc.), beverages unless stated, optional activities and/or excursions, extra tips not listed, and travel insurance.

4. Travel Insurance

Travel insurance is not mandatory but **strongly recommended**. Travel is an investment, and unforeseen events may disrupt plans. Insurance can cover:

- Trip cancellation or interruption
- Medical and dental expenses abroad
- Emergency evacuation and repatriation
- Baggage loss, theft, or delay

We do not sell insurance, but we can recommend trusted providers. Most U.S. health insurance policies (including Medicare) provide little or no coverage outside the United States.

5. Payments

- A **deposit** of \$550 (non-refundable) per person secures your place.
- The **final balance** is due 90 days prior to departure.
- Full payment is required at booking if less than 90 days remain before departure.
- Accepted methods: credit card, bank transfer, or other approved payment.
- Failure to pay on time may result in cancellation with loss of deposit.
- Prices are guaranteed once booked. Vannelli Travel will absorb any increases in taxes or fuel costs.

6. Cancellation and Refund Policy

We understand plans may change. Our cancellation terms are:

- More than 90 days before departure: Refund of all payments, minus deposit.
- 61–90 days before: 50% refund of total price.
- 31–60 days before: 25% refund of total price.
- 30 days or less: No refund.

Refundable Events: With proper documentation (e.g., medical emergency, serious illness, death in the immediate family, government travel restriction, or natural disaster), Vannelli Travel may issue a refund or a future travel credit.

- If Vannelli Travel cancels a tour (not due to force majeure), you will receive a full refund or may transfer to another tour.
- **Cancellations** must be made in writing.

7. Itinerary Changes & Flexibility

Italy and Europe are full of surprises! We reserve the right to adjust itineraries if necessary (e.g., closures, strikes, weather). Any missed activity will be replaced with an equal or better experience. Minor changes are not cause for refund.

8. Accommodations & Single Supplements

- **Prices** are based on double occupancy.
- **We welcome solo travelers.** For those who prefer a private room, a single supplement applies. Roommate matching may be offered but is not guaranteed.
- If a booked roommate cancels, you may be asked to pay the supplement unless a replacement is found.
- Accommodation standards in Europe may differ from U.S. expectations (e.g., rooms may be smaller, A/C limited, wi-fi only in common areas, no elevator).
- **A Note on Roommate Matching:** For solo travelers who opt for a shared room, we will pair you with a same-sex roommate. Please remember that your roommate may have different sleep habits or might snore. We highly recommend bringing earplugs and a spirit of cooperation. If you prefer guaranteed privacy, paying the single supplement for a private room is the best option.

9. Positive Attitude ("No Grumps" Policy)

- **A successful tour is a group effort.** We expect our guests to be flexible, open-minded, and considerate toward one another. Travel is about embracing the unexpected and experiencing things differently than at home. A positive spirit is your most essential travel accessory.
- **Respect the Group Dynamic:** Understand that your tour may occasionally have a slightly different number of participants than advertised. Embrace surprises and understand that itineraries, like life itself, are subject to change. Often, the best memories come from unexpected detours.
- **Follow the Leader's Guidance:** The Tour Leader is responsible for the safety and well-being of the group. For the enjoyment and security of all travelers, they have the authority, on behalf of Vannelli LLC, to remove any participant who exhibits disruptive, unlawful, or unsafe behavior. Such removal will be at the participant's own expense, with no refund for unused services.

10. Traveler Responsibilities & Expectations

Our tours are designed to be active and immersive. Participants should:

- **Be** able to walk for up to two hours at a time, often on cobblestones and stairs.
- Carry or roll their own luggage (elevators are not always available).
- Embrace local culture and abide by local laws and customs.
- Be punctual and respectful toward fellow travelers, guides, and locals.
- Follow the instructions of guides and staff for safety.
- Maintain a positive, cooperative attitude.

Any **pre-existing medical conditions** must be disclosed at the time of booking. Vannelli Travel reserves the right to refuse participation if health or fitness is deemed inadequate for the program.

For the **well-being of the group**, we may remove any participant who disrupts the tour or endangers others. Removal is at personal expense, without refund.

Moreover, travelers must:

- Hold a **valid passport** (valid at least 6 months beyond return date).
- Secure **visas** or vaccinations if required.
- Ensure they are in **sufficient health** to participate.
- Understand that European facilities may not comply with U.S. ADA standards.

11. Limitation of Liability & Force Majeure

- **Third-Party Suppliers & Transportation:** Vannelli LLC arranges services through independent suppliers, including airlines, rail, bus, ferry, hotel, and activity providers. These suppliers are independent contractors and not employees, agents, or representatives of Vannelli LLC. All transportation by air, sea, rail, or road is provided solely by the carrier, which assumes full responsibility for the safety, conduct, and performance of its operations. Any and all claims relating to accidents, injuries, death, delays, cancellations, baggage loss, or other incidents arising from transportation must be directed exclusively to the carrier. Vannelli LLC bears no liability for the acts, omissions, or negligence of any carrier or transportation provider.
- **Baggage & Personal Property:** Participants are solely responsible for their baggage and personal belongings. Vannelli LLC is not liable for loss, theft, or damage to luggage, valuables, cash, electronics, medications, travel documents, or personal effects. Travelers are strongly encouraged to keep valuables with them and to purchase baggage insurance.
- **Assumption of Risk:** Participation in a tour involves inherent risks, including but not limited to illness, injury, accidents, weather, civil unrest, foodborne illness, equipment failure, and limitations of available medical care. By booking, participants knowingly and voluntarily assume all such risks.
- **Health & Medical Emergencies:** Participants must ensure they are physically fit for travel and disclose any relevant medical conditions at the time of booking. In case of illness or accident, Vannelli LLC may arrange medical treatment or emergency evacuation if deemed necessary, but all related costs remain the participant's sole responsibility. We make no guarantee regarding the availability or quality of medical care abroad.
- **Optional Activities:** Any optional or independent activity not specifically included in the itinerary is undertaken at the traveler's own risk. Vannelli LLC has no liability for excursions, rentals, or activities booked directly with third parties.
- **Force Majeure:** Vannelli LLC is not responsible for failure to perform or delays caused by circumstances beyond our control, including but not limited to natural disasters, strikes, pandemics, war, government restrictions, or transportation disruptions.
- **Limitation of Damages:** To the maximum extent permitted by law, Vannelli LLC's total liability for any claim arising from a booking shall not exceed the amount actually paid to Vannelli LLC for that booking. In no event shall Vannelli LLC be liable for indirect, incidental, consequential, or punitive damages, including lost enjoyment, lost opportunities, or emotional distress. Nothing herein is intended to waive liability for gross negligence or willful misconduct where such waiver is prohibited by law.
- **Indemnification:** Travelers agree to indemnify and hold harmless Vannelli LLC, its owners, employees, and affiliates from any claims, losses, or damages.

12. Photo Release, Privacy & Data Protection

- Vannelli, LLC complies with all applicable data protection and privacy laws of the United States.

- Personal data is collected for the purpose of providing and managing travel services. Such data may also be used internally by Vannelli, LLC for operational improvements, customer service, and business analytics.
- Vannelli, LLC may additionally use customer information for its own marketing and promotional purposes, including direct communications and advertising, unless the customer opts out as permitted by law.
- **Personal data will not be sold to third parties** and will only be shared with service providers as reasonably necessary to deliver the requested travel services.
- By joining a tour, you consent to the **use of photos and videos** taken during the trip for promotional purposes (including social media). You may opt out by notifying us in writing before the tour.

13. Frequent Traveler Credits

- Earn \$50 credit for each completed tour.
- Credits are cumulative and may be applied to future tours.
- Credits expire two years from issue.

14. Governing Law & Dispute Resolution

Our goal is to always resolve any disagreement amicably and fairly. However, should a formal dispute arise, the following procedures will apply.

- These Terms are governed by, and shall be construed in accordance with, the laws of the State of Illinois, without regard to conflict-of-law principles.
- Any dispute, claim, or controversy arising out of or relating to these Terms, your booking, or the services provided shall be resolved exclusively by binding arbitration in Chicago, Illinois, administered by the American Arbitration Association (AAA) in accordance with its Commercial Arbitration Rules. The arbitrator's award shall be final and binding, and judgment on the award may be entered in any court of competent jurisdiction.
- As a limited exception, either party may bring an individual action in small claims court in Cook County, Illinois, provided the claim does not exceed \$2,000 and otherwise falls within that court's jurisdiction.
- By booking, you knowingly and voluntarily waive the right to a jury trial and the right to participate in any class, collective, consolidated, or representative action.
- Any claim, demand for arbitration, or cause of action must be filed within one (1) year of the event giving rise to the claim; otherwise, it is permanently barred.

15. Acceptance of Terms

By booking with Vannelli, LLC, you confirm you have read, understood and agreed to these Terms & Conditions, and that you understand and accept the inherent risks of international travel.