

TERMS AND CONDITIONS

Co.A.Ve Scarl organises guided tours, excursions and airport transfers featured in this programme, in conformity with the administrative authorisation of the Province of Florence of the 19.04.2007, code REA FI-563708, C.F. and VAT number 05653400480; the programme conforms to the text established according to D. Lgs. 111/1995, approved by the directive 90/314/CEE. In presence of any contrary clause, the contract is governed by the provisions of law no. 1074 dated 27.12.1977, in conformity with the ratification and enactment of the International Convention relating to the Travel Contract (C.C.V.).

Co.A.Ve Scarl is insured for the risks, maximum coverage and guarantees foreseen by the D.L. 111/95, with a police MONDIAL ASSISTANCE n. 168035. The company is not responsible for damage caused by third parties or by force majeure and cannot be held responsible for loss of valuable objects or luggage or other items at any point during the tour.

Participation is subject to the acceptance by the client to the following terms and conditions:

REGULAR GUIDED TOURS

Our tours are conducted by licensed tourist guides. All services included in our tours are advertised on our website www.coavetravelservice.com.

Bookings are accepted subject to the availability of places. Prices are valid from the moment that the booking is confirmed.

Clients will only receive an invoice over the total amount if they put in a request and have supplied all the fiscal data required under Italian law.

After confirmation and payment of the booking the client will be sent a voucher to be shown to the guide at the start of the tour.

Guided visits to museums are subject to the availability of tickets.

Despite reservations, the entry to museums can be delayed during particularly busy periods.

Co.A.Ve. Scarl cannot be held responsible for such delays.

The walking tour to the historical centre is free of charge for under fourteen-year olds if accompanied by an adult.

Children up to the age of six years have free access to museums; a valid ID card may be requested at the ticket counter. The only exception is the tour "Walk and bus", which is free for children up to five years.

Co.A.Ve. Scarl has the right to change the programme of a tour in case of technical difficulties or other reasons beyond our control such as strikes, changes to opening hours, closing of museums, delays, etc. In such cases an alternative programme is proposed and the clients are informed before the start of the tour. The change of the programme does not affect the cost of the tour.

All advertised tours can be arranged in languages other than English on request; a minimum number of participants is required.

Should the total cost of the tour rise by more than 10% as a result of new taxes or fees, the price of the ticket will be modified and the clients will be informed in writing.

The cost of the guided tours does not include lunches, tips, or anything else that is not expressly mentioned as "included in the price".

Any complaint must reach us in writing not more than 10 working days after the tour. Please contact us by e-mail via info@coavetravelservice.com.

REGULAR GUIDED TOURS: CANCELLATIONS, FEES, AND REIMBURSEMENTS

All cancellations must be sent to our e-mail address info@coavetravelservice.com.

There will be no penalty for cancellation of tours or services communicated up to 8 days before the date of the tour.

Cancellations received from 8 to 2 days before the date of the tour or service will be charged 10% of the total fee. In the case of any later cancellation 100% of the total price will be due and no reimbursement will be granted.

Clients arriving late will not be reimbursed for the missed visit, nor will a client who gets separated from the group during the visit or who does not complete the visit.

In case of cancellation of a tour Co.A.Ve. Scarl for reasons of force majeure, clients will only be reimbursed for the amount paid for the tour.

Co.A.Ve. Scarl is not responsible for any additional costs in connection with the reimbursement.

TAILOR-MADE TOURS

Cancellations received via info@coavetravelservice.com at least 30 days before the date of the tour will be reimbursed without any fee. A fee of 25% of the total amount is applicable for cancellations received via e-mail between the 29th and 15th day before the date of the tour.

No reimbursement will be paid in cases of cancellations received less than 15 days before the date of the tour.

If the booking is not paid within the deadline stated in the confirmation of the tour, Co.A.Ve. Scarl has the right to cancel the booking without any further notification to the client.

OUR OBLIGATIONS

Co.A.Ve. Scarl, the owners, the assistants, the members, the drivers, and employees cannot be held responsible for damage to people or objects, loss or delays, change of itinerary nor for injuries, death, damages, loss or delays caused by any kind of transport or for any other reason, for example as a result of terrorist attacks, broken down vehicles, industrial action, theft, which are beyond the control of Co.A.Ve. Scarl or any of the owners, the agents, the assistants, the members and employees, or suppliers.

CONDITIONS FOR CAR RENTAL SERVICE RESERVATION WITH CO.A.VE DRIVER.

All of the following terms and conditions will be applied to all of the car service reservations.

The car service reservation with driver may be booked online exclusively through this website and only up to 3 days before service takes place.

Payment for the requested service will be charged to the credit card indicated in the reservation 3 days before the transfer. Until that period there will be no charge. After this term the service will be charged even if not performed.

The reservation confirmation for the rental service with driver will be sent by e-mail. You will also have to print the voucher generated automatically at the end of the booking. If two or more people are included in the same reservation, we will consider the acceptance made by the person who purchases; this is valid for all the passengers.

CANCELLATION RESERVATION RIGHTS FOR THE CAR RENTAL SERVICE WITH DRIVER AND COMPLEMENTARY SERVICES:

The customer may cancel the reservation by sending an e-mail at info@coavetravelservice.com and will be notified of the cancellation by e-mail.

In case of any confirmation for cancellation, please contact immediately Co.A.Ve. Scarl Booking Office.

In case of flight delays or cancellations, or in case of flight diversion on other airport, the transfer service will be guaranteed only for transfers from/to Florence airport for the whole day of booking without any additional cost. Our staff will take care of all changes and cancellations and will alert the driver.

GENERAL CONDITIONS FOR CAR RENTAL SERVICE WITH DRIVER

Co.A.Ve. Scarl assures punctuality for every transfer except for cases of force majeure or events beyond our control. All vehicles are newly registered and covered by insurance for passengers too in accordance with Italian and EEC transportation law. Passengers transport is totally covered by insurance.

Co.A.Ve. Scarl has stipulated an insurance for its vehicles with third parties that covers passengers transport but does not cover damage to personal belongings declared before transfer begins.

Co.A.Ve. Scarl reserves the right to change parts or all the conditions just mentioned without having to give any previous communication to customers, partners, tour operators and travel agencies. Customer can always check conditions on CO.A.VE.'s website before booking.

Complaints and refund requests must be sent by e-mail at info@coavetravelservice.com within a month from the date of transfer.

In order to ensure protection for the passenger and luggage these conditions of transport and all the complementary services are in compliance with the laws that regulate the car rental and passenger transport services.

For any further information or problem please contact our customer service.

JURISDICTION

Any disputes will be settled by the Court of Florence.