



## TERMS AND CONDITIONS

2020

Your reservation is secured once our Terms and Conditions have been approved and signed by you, the deposit paid, and a confirmation receipt issued by **Live and Learn Italian**.

### PAYMENTS

A 30% deposit is to be paid on booking.

The 70% balance payment is due 3 months prior to the program start date.

Failure to pay the balance on time may result in cancellation of your booking and loss of deposit. For reservations made less than 3 months before the start date, the full amount is due on booking.

### CANCELLATIONS

Cancellation, for whatever reason, should be notified to us in writing. We will make every attempt to treat cancellations as sympathetically as possible.

If you need to cancel and are unable to transfer your booking to someone else, a refund will be given excluding the deposit and subject to the following charges:

Up to 3 weeks prior to start date: 60% of full amount (40% refund)

Less than 3 weeks prior to start date: 70% of full amount (30% refund)

In the unlikely event that **Live and Learn Italian** has to cancel a course for any reason other than those listed below, we will refund 100% of your payment and offer you a discounted priority place at another time.

### LIABILITY

The information contained in our flyer and website has been compiled in good faith and represents Live and Learn Italian and our responsibilities to the best of our abilities. We do not, however, accept responsibility or liability for cancellations, delays, changes or losses caused by acts of God, war, threat of war, closure of airports, civil strife, natural disasters or any other events beyond our control or guest accidents, injuries, illnesses, death, loss of or damage to personal effects and/or 3<sup>rd</sup> party property during your stay.

**It is a condition of our agreement with you that you have your own suitable and sufficient travel insurance cover.**

***Details to be sent with your balance payment.***

### FLIGHTS

**Our minibus greets guests at Fiumicino Airport. If you are coming from anywhere else, please get yourself to Fiumicino within the required times:**

- On arrival days, the minibus departs from Fiumicino Airport at 14.00
- On departure days, the minibus arrives at Fiumicino Airport by 12.00

*In the event of your plane being severely delayed or re-routed to another airport, we will do everything we can to assist you in finding alternative travel at your own expense.*



**CLIENT DETAILS – to be filled in, signed and returned with your deposit**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Accommodation required:      single occupancy \_\_\_\_\_      shared room \_\_\_\_\_

Postal address: \_\_\_\_\_

Mobile # (with full international code) \_\_\_\_\_

In case of an emergency -

Alternative contact name: \_\_\_\_\_

Alternative contact phone #: \_\_\_\_\_

We will never share your details with a 3<sup>rd</sup> party, however it is useful for communication at the airport, and during your stay, to share details *with others in your group*.

Forming a *WhatsApp* group just prior to arrival has proven to be very advantageous.

If you DO NOT want to be part of a group, or share your phone number, tick here \_\_\_\_\_

If you have a **medical condition, disability or mobility concerns**, you must tell us before booking so we can assist you in considering the suitability of the holiday, or the location of your accommodation. A certain level of fitness is required for all participants - Daily walking between venues, on hilly and uneven terrain *averages* 5k (3.8m), and Agnone is 850m (3000ft) above sea level. The last few summers have seen some spells of heat.

Please specify any MEDICAL CONDITION or HEALTH CONCERN or state NONE:

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**DIETARY REQUIREMENTS**

This is a simple rural community with a traditional diet, at the heart of which is pasta and cheese. We work hard to provide healthy choices and a good variety of dishes - vegetarians can easily be accommodated, gluten free diet is more restricted.

Please tick as appropriate: Vegetarian \_\_\_\_\_ Dairy free \_\_\_\_\_ Gluten free \_\_\_\_\_

Other: \_\_\_\_\_

By signing this form, I confirm that I understand and accept Live and Learn Italian's Terms and Conditions explained above, and will be travelling with my own Travel Insurance:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_