

Ciao Dante Consulting Terms and Conditions

These Terms and Conditions (“Agreement”) govern all services provided by **Ciao Dante Consulting LLC** ("Ciao Dante", “we,” “us,” or “our”) to you ("Client" or “you”). By purchasing or using our services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

I. Itineraries:

Custom travel itineraries are non-refundable. Payment is required in full at time of service engagement. Ciao Dante customizes each experience and itinerary based on each client, which may include bookings on behalf of the client. The travel fee is non-refundable. Clients acknowledge and accept the **inherent risks** of travel, including but not limited to delays, cancellations, and changes outside Ciao Dante’s control.

Ciao Dante reserves the right to make partial changes, reasonable substitutions or adjustments to the stated itinerary. Changes may be required due to weather, government advisories, civil unrest, travel restrictions, or third-party changes. We will do our best to keep any changes to a minimum to minimize disruptions, and keep the client informed of any updates.

Due to the digital nature of Ciao Dante itineraries or travel guides, those are not eligible for refunds. By purchasing Ciao Dante services, you understand and agree that all payments are non-refundable.

II. Travel Service Payments + Booking Process:

Clients are required to pay an initial deposit of 50% of the total fee for the reservation services. The second 50% is due 90 days before the planned travel departure date. Clients can also pay the full amount at the time of the reservation.

Pricing is in US dollars. If you are paying with a currency other than USD, your credit card will be charged the current exchange rate available at the time of purchase. Payments in other currencies are subject to conversion rates set by the payment processor.

Payment options include credit card, debit card, Apple Pay, Venmo, PayPal, or cash for local clients. Checks may be accepted on a case-by-case basis.

Ciao Dante offers customized travel services including, but not limited to, itineraries, flights, and lodging accommodations. Ciao Dante is happy to assist and advise on any auxiliary bookings the client may want to do independently. Ciao Dante will consult with clients prior to the booking, and be available for support or advice during the booking. Ciao Dante will provide booking support, research, and guidance, but is not the merchant of record for third-party reservations.

Transportation during the trip will be required, including but not limited to, rental cars, taxi services, or public transport like buses, Ubers, trains or ferries. This will be at the expense of the client.

Other auxiliary goods or services are not included in the Ciao Dante fee. These include but are not limited to souvenirs, meals, travel insurance, baggage fees, hotel charges, international cell phone plans / data, international driver’s licenses, city taxes, and other personal expenses. A credit card may be required to put on file for accommodation bookings for incidentals / auxiliary room service purchases.

III. Paperwork:

Ciao Dante provides additional information to clients, which may include forms to fill out by the client to ensure bookings. Cooperation is required by the lead booker to fulfill the order.

Other forms may include, but are not limited to, a welcome letter, travel guide with local customs and tips, a detailed itinerary, a questionnaire, **emergency contact information, terms and conditions, and a release of liability form**. Should you utilize Ciao Dante in booking flights, accommodations or other experiences, you will be required to provide personal information such as Passports, Licenses / photo IDs, to complete bookings. Provide written notice of **medical conditions, disabilities, or limitations** that may affect itinerary design or travel safety.

If you are the lead booker for a group, everyone in your group must agree to and sign paperwork and terms, and provide personal information as well in order to confirm using Ciao Dante travel services. As lead booker(s), you are technically the only client of Ciao Dante Consulting LLC, and everyone else in your traveling group is not a client and cannot hold Ciao Dante liable for any damages including but not limited to injuries, losses, or delays, emotional distress or inconvenience, personal property theft or loss, travel disruptions or force majeure events.

IV. Cancellations or Changes:

Cancellations made by clients: *If you cancel concierge services within 15 days of initial payment, you will receive a 100% refund (less any processing fees). If you cancel after 15 days of booking, and you paid in full, you may receive a 50% refund (less any processing fees). The remaining 50% may be used for another booking within a year from the initial travel date booked or the initial payment made at Ciao Dante's discretion. If you cancel after 15 days of booking, and you paid a 50% deposit at booking, the deposit is non-refundable. You may use this deposit for another booking at the discretion of Ciao Dante.*

Exceptions to this Cancellation Policy cannot be made for any reason, including personal emergencies or illness. If you change the itinerary, you are responsible for your own arrangements and expenses. There is no partial refund for changes to the itinerary. (This includes changing your itinerary, missing flights, arriving late to reservations, leaving your trip early, or any other reason). If you anticipate any reason you may need to cancel your reservation, please consider comprehensive travel insurance. This will ensure you are financially covered if you need to change your plans. There are several options including insurance through your credit card, or insurance broker. If you book your own flights, your airline may offer insurance. If Ciao Dante books your flights, flight insurance cannot always be guaranteed. Third party travel insurance options may be used and will be an additional expense to the client (such as third party websites like www.travelinsurance.com or www.travelexinsurance.com).

Cancellations made by Ciao Dante:

Third Party Cancellations: Ciao Dante cannot guarantee reservations since third party companies such as airlines and hotels may cancel or change their terms or availability. Ciao Dante may provide alternative options to adjust any third party changes and provide updates for the client. This will require patience and cooperation on the client's part. Should Ciao Dante be unable to provide alternative options, the client may be subject to additional personal expenses.

Ciao Dante Cancellations: A booking cancellation is very unlikely. In the event of a cancellation, the client will be notified via email or phone. Deposits and payments (less any fees or unrecoverable third-party fees) will be returned to the client. Ciao Dante reserves the right to cancel reservations in the event of a national or global disaster, health risk, or any unsafe conditions in the travel area, travel restrictions imposed by national or international government regulations due to COVID, or any other cause.

V. Limitations and Personal Responsibility:

If the client, or anyone in the client's travel group, has limitations, this must be provided in writing to Ciao Dante. This will allow Ciao Dante to arrange appropriate activities or flight accommodations. Clients should be in good health to travel. Travel includes walking 1-2 miles per day in cities, villages, vineyards, farms, inclines, or other harsh landscapes. If you have any concerns regarding activity level, chronic health concerns that may affect your travel, or allergies, please inform Ciao Dante immediately.

It is the responsibility of each individual client and traveler to ensure all necessary travel documents (passports, visas, vaccinations, etc.) are valid and obtained prior to departure. Ciao Dante is not liable for any issues arising from inadequate travel documentation. Personal travel insurance is strongly recommended to cover unforeseen events such as trip cancellations, medical emergencies or lost luggage.

VI. Photo Release:

Photos taken on your trip may be used for Ciao Dante marketing materials, social media posts or website updates. Please notify Ciao Dante in writing if we are not free to use your photographs for these limited purposes.

VII. Limitation of Liability:

Ciao Dante acts as an intermediary between travels and third-party service providers (hotels, airlines, tour operators, etc.). Ciao Dante Consulting is not liable for any loss, injury, or damage during the trip, including but not limited to accidents, illness, theft, acts of God, or natural disasters. To the fullest extent permitted by law, Ciao Dante Consulting LLC, its owner(s), employees, and affiliates shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or related to the services provided, including but not limited to: Injuries, losses, or delays, emotional distress or inconvenience, personal property theft or loss, travel disruptions or force majeure events.

Client agrees to release, defend, indemnify, and hold harmless Ciao Dante from any and all claims, liabilities, costs, or expenses related to participation in any travel or travel-related services. Governing Law and Dispute Resolution: This Agreement shall be governed by the laws of the Commonwealth of Virginia. Any disputes arising under this Agreement shall be resolved through binding arbitration in the state of Virginia, unless otherwise mutually agreed in writing.

By signing below and/or submitting payment, you have read and understand all the details of the above Terms and Conditions and will comply with these specific guidelines as outlined and agree to be bound by these Terms and Conditions. You agree to use discretion when traveling and assume all safety and financial risks, and will take accountability for your actions during the trip.

Agreed Upon Proposal Estimate: _____ as of: _____

Client Name: _____ Client Signature: _____

Date: _____