

TERMS & CONDITIONS

Small Group Tours and Independent Travel

Italian Travel Artisans, Inc., d/b/a Italia Dolce Vita
Revised January 4, 2026

This agreement governs travel services provided by Italian Travel Artisans, Inc., doing business as Italia Dolce Vita ("Company"), a Florida-registered Seller of Travel (ST#37794), to all travelers who book with Company ("Traveler(s)"). Company offers two service lines, each governed by the provisions below except where a section states otherwise:

- **Independent Travel:** customized, unescorted travel-planning services designed for the specific Traveler(s) named on the booking form.
- **Small Group Tours:** escorted tours operated on a fixed itinerary and departure date, together with other Travelers, subject to a minimum enrollment threshold.

GEOGRAPHIC RESTRICTIONS

Company is not a registered Seller of Travel in the states of California or Washington. Company does not offer, sell, or provide travel services to residents of California or Washington. Transactions originating from or billed to either state will be declined.

SERVICES

Company acts as agent for independent service providers. Company designs personalized Italian travel experiences, including accommodations, dining, transportation, tours, and wine and culinary experiences, together with 24/7 travel support during the Traveler's trip.

24/7 Support — Scope. This support consists of logistical assistance — for example, helping the Traveler reach a supplier, relaying information between the Traveler and a provider, or troubleshooting a booking issue. It does not include medical assistance, medical decision-making, medical translation, or any guarantee of expense reimbursement; see Liability Limitations below for the Traveler's responsibilities in a medical situation.

Small Group Tours: Small Group Tours are escorted rather than customized. The tour includes accommodations, specified meals, ground transportation, expert guides, entrance fees, wine tastings, cultural activities, and 24/7 tour support. Company reserves the right to cancel a Small Group Tour due to insufficient enrollment (minimum 6 participants) or safety concerns; in that case a full refund is provided, with no additional liability for airfare or other costs. This cancellation right does not exist, in this form, for Independent Travel, since those trips are not enrollment-dependent.

PRICING & INCLUSIONS

Because each Independent itinerary is custom-designed, the specific services included are set out in the Traveler's written trip proposal, which forms part of this Agreement together with the booking confirmation (see Entire Agreement below).

Small Group Tours: Quoted prices are per person, double occupancy. Prices are subject to change prior to final payment due to currency fluctuations, fuel costs, or government-imposed taxes, but any such increase will not exceed ten percent (10%) of the original quoted tour price; if an increase exceeds 10%, the affected Traveler may cancel and receive a full refund of all amounts paid to date, provided Company receives written notice within 14 days of the increase notice. Excluded from the tour price: airfare, travel insurance, single supplement, personal gratuities, personal expenses, optional activities, airport departure taxes, passport/visa fees, and any item not specifically listed as included.

PAYMENT TERMS

Independent Travel

- **Non-refundable Deposit:** 30% of the total trip cost, due at proposal acceptance. Any variation to this percentage for peak-season travel will be specified in the Traveler's written proposal before acceptance.
- **Second Payment:** 60% of the total trip cost, due 90 days before departure.
- **Final Balance:** the remaining balance of the total trip cost, and any adjustments to the initial proposal, due 30 days before departure.
- **Expedited Bookings:** full payment of the total trip cost is required if the booking is made within 60 days of departure.
- **Accepted Payments:** American Express, Visa, or Mastercard, or bank transfer.
- **Late Payment:** an unpaid Deposit, Second Payment, or Final Balance not received by its due date will be treated as a Traveler cancellation as of the missed due date, with any refund governed by the Cancellation Policy below as applied to that date.

Small Group Tours

- Non-refundable Deposit of 30% of the tour price.
- Final Payment due 90 days before departure (full payment required if the booking is made less than 90 days before departure).
- **Accepted Payments:** American Express, Visa, or Mastercard, or bank transfer.
- **Late Payment:** an unpaid Deposit or Final Payment not received by its due date will be treated as a Traveler cancellation as of the missed due date, with any refund governed by the Cancellation Policy below as applied to that date.

Reservation Transfer. A Traveler may transfer their reservation to another qualified individual up to 21 days before departure, subject to a €150 transfer fee per person and the transferee's written agreement to these Terms & Conditions.

CANCELLATION POLICY

Written cancellation is required via email or registered mail and is effective as of the date Company receives it (Company will confirm receipt in writing within 5 business days). Refunds are based on the timing of Company's receipt of written cancellation, calculated against the total trip cost:

Independent Travel

- **More than 90 days before departure:** full refund of all amounts paid beyond the non-refundable Deposit and any non-recoverable supplier costs already committed on the Traveler's behalf.
- **90–60 days before departure:** 50% refund.
- **59–30 days before departure:** 25% refund.
- **30 days or less before departure:** no refund.

Non-Refundable in all cases: the Deposit, processing fees, and any non-recoverable supplier costs. Train Tickets, once issued, are non-changeable and non-refundable. Hotel refundability depends on the specific rate and property booked; most are non-refundable once confirmed. No refunds are provided for abandoned or incomplete travel. Company strongly recommends trip cancellation/interruption insurance, ideally purchased at the time of Deposit.

Small Group Tours

- **More than 90 days before departure:** full refund of all amounts paid beyond the non-refundable Deposit.
- **90–60 days before departure:** 50% refund.
- **60 days or less before departure:** no refund.

GROUP CONDUCT & REMOVAL POLICY

(Applies to Small Group Tours only)

Company reserves the right, in its sole discretion reasonably exercised, to remove any traveler from the tour whose conduct is disruptive, inappropriate, offensive, or interferes with other participants' enjoyment. This includes, but is not limited to: excessive alcohol consumption, disrespectful behavior toward guides or locals, failure to follow safety instructions, or any behavior creating hazards or embarrassment.

Except where immediate removal is required for a safety concern, Company will give the Traveler a warning and a reasonable opportunity to correct the conduct before removal is considered. This policy will not be applied on the basis of disability or other legally protected characteristic; where a Traveler has disclosed a relevant medical condition or disability in advance, Company will consider reasonable accommodations before treating related conduct as grounds for removal. Removed travelers receive no refund and are responsible for all costs associated with early departure.

TRAVEL DOCUMENTATION

Travelers are responsible for a valid passport (valid at least 6 months beyond the return date), any required visas, and any applicable health requirements. Names on the booking must match passports exactly; a name error may require rebooking at the Traveler's expense.

Small Group Tours: In addition to the above, because tours involve walking, wine tastings, and cultural activities, Travelers are encouraged to disclose, before booking, any condition that may affect their ability to participate, so Company can assess on a case-by-case basis what accommodations may be feasible, and must disclose medical conditions that may affect participation.

TRAVELER RESPONSIBILITIES

Travelers are responsible for:

- Reviewing all documents promptly upon receipt
- Selecting seats and check in procedures of flights

- Paying tourist taxes and local fees directly, where applicable
- Maintaining travel insurance in accordance with the Travel Insurance section below
- Following applicable health and safety requirements
- Disclosing relevant medical conditions to Company in advance, so Company can help plan appropriate arrangements where feasible

Small Group Tours: Travelers are solely responsible for: all medical expenses and decisions; communicating with medical providers (including across language barriers); arranging medical care or evacuation if needed; managing prescription medications and medical equipment; and understanding that Company staff are not medical professionals.

TRAVEL INSURANCE

Comprehensive travel insurance is strongly recommended for all Travelers, for both Independent Travel and Small Group Tours. Travel insurance can help protect you in the event of cancellation, interruption, delays, medical expenses, or other unexpected events.

A Traveler who declines travel insurance must sign Company's travel insurance waiver (available at italiadolcevita.com) before departure.

MEDICAL EMERGENCIES & COMPANY LIMITATIONS

Company's support does not include medical assistance, medical decision-making, medical translation, or any guarantee of expense reimbursement. In a medical emergency, Travelers are responsible for contacting local emergency services and arranging care. If requested, Company may assist with contacting emergency services or relaying information to a supplier, but all medical costs, decisions, and arrangements remain the Traveler's sole responsibility.

MODIFICATIONS & CHANGES

- **Date Changes:** A request made less than 60 days before departure is subject to a €150 fee per change plus any cost difference. A request made 60 days or less before departure is treated as a cancellation under the Cancellation Policy above (at whatever tier applies on the date of the request), combined with a new reservation for the requested dates.
- **Itinerary Changes:** €50 fee per modification made before final documents are issued.
- **Train Tickets:** Non-refundable and non-changeable once issued, as stated in the Cancellation Policy above.

Small Group Tours: Company reserves the right to modify itineraries, substitute hotels or restaurants of comparable official star rating, category, or classification, or adjust activities to enhance the group experience or due to operational requirements, with no refunds for unused portions due to modifications, weather, or personal choice.

FORCE MAJEURE

Company is not responsible for disruptions beyond its control, including natural disasters, pandemics, government restrictions, strikes, war, terrorism, supplier bankruptcy or default, or severe weather.

If such an event prevents Company from delivering the planned trip, the standard Cancellation Policy above will not apply. Instead, Company will issue the Traveler a credit equal to 80% of amounts paid, toward a future trip booked through Company, valid for 24 months from the original departure date.

PHOTOGRAPHY & MARKETING

Company may use photos/videos from trips for promotional purposes. Travelers preferring not to be photographed must notify Company in writing before the trip commences.

LIABILITY LIMITATIONS

Company acts as an agent for independent service providers (including hotels, restaurants, transportation providers, and activity operators) and is not liable for injury, property damage, delay, or other irregularity caused by the act, error, omission, negligence, or misconduct of any such independent provider, or by any other circumstance beyond Company's reasonable control.

By using Company's services, Traveler(s) release Company from claims arising out of the acts or omissions of independent providers and agree to seek any such claim directly against the responsible provider. Nothing in this section requires a Traveler to indemnify or defend Company against a claim brought by a third party.

Limitation of Liability; Damages Cap. Subject to applicable law, the Company's maximum aggregate liability to any Traveler for any and all claims, losses, or damages arising out of or relating to the Company's services shall not exceed the total fees actually paid by such Traveler to the Company. In no event shall the Company be liable for any consequential, incidental, indirect, special, or punitive damages. Notwithstanding the foregoing, nothing herein shall limit the Company's liability for its own gross negligence or willful misconduct to the extent such liability cannot be excluded under applicable governing law.

No refunds are provided for unused services if a trip is voluntarily interrupted by the Traveler; a trip interrupted due to a Force Majeure event is instead governed by the Force Majeure section above.

DISPUTE RESOLUTION

Any claim or dispute arising out of or relating to Company's services must be presented to Company in writing within thirty (30) days of trip completion. This written notice is a condition precedent to seeking any further remedy.

Any claim or arbitration demand must be brought within one (1) year of trip completion, or it will be permanently time-barred.

Disputes not resolved informally will be resolved by binding arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules, conducted in Sarasota, Florida. This Agreement, and any dispute arising out of or relating to it, is governed by the laws of the State of Florida, without regard to conflict-of-laws principles.

Company will pay any AAA filing fee in excess of the filing fee for the applicable small claims court, and will pay the arbitrator's fees and administrative costs to the extent required by the AAA Consumer Arbitration Rules. Either party may instead bring an individual claim in small claims court in lieu of arbitration.

ANY ARBITRATION WILL BE CONDUCTED ONLY ON AN INDIVIDUAL BASIS AND NOT AS A CLASS, CONSOLIDATED, OR REPRESENTATIVE ACTION.

By initialing here (____), Traveler separately acknowledges and agrees to the binding arbitration provision and class-action waiver in this section.

ACCEPTANCE

By signing and/or making payment, Traveler(s) accept the Terms & Conditions in effect at that time, which govern that Traveler's booking. Company may update these Terms & Conditions for future bookings at any time. Changes will not apply to an existing booking unless Company gives the Traveler written notice of the change, in which case the Traveler may accept the change or cancel the booking for a refund of amounts paid to date under the Cancellation Policy in effect at the time of booking.

GENERAL PROVISIONS

Governing Law. This Agreement is governed by the laws of the State of Florida, without regard to conflict-of-laws principles, except as set out in Dispute Resolution above.

Severability. If any provision of this Agreement is held invalid or unenforceable, that provision will be limited or eliminated to the minimum extent necessary, and the remaining provisions will remain in full force and effect.

Entire Agreement. This Agreement, together with the applicable trip proposal (Independent Travel) or tour itinerary (Small Group Tours) and booking confirmation, constitutes the entire agreement between Traveler and Company regarding the trip and supersedes all prior discussions or agreements on the subject.

Assignment. Traveler may not assign this Agreement without Company's prior written consent, except as expressly permitted under Reservation Transfer above. Company may assign this Agreement in connection with a merger, acquisition, or sale of substantially all of its assets.

Notice. Any notice to Company must be sent in writing to Company's registered address or the email address designated for cancellations. Any notice to Traveler may be sent to the email or mailing address provided at booking.



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Dated 01/04/2026