

TERMS & CONDITIONS FOR CUSTOMIZED TRAVEL SERVICES

AGREEMENT OVERVIEW This agreement sets forth the terms under which Italian Travel Artisans, doing business as Italia Dolce Vita, Italy with Me, and Venessence Travel (collectively "Company"), a registered seller of travel in the State of Florida (ST#37794), agrees to provide customized travel planning services and accommodations for all travelers listed on the booking form ("Traveler(s)").

CUSTOMIZED TRAVEL SERVICES Company acts as an agent for carefully selected, independently owned and operated service providers. Company designs personalized Italian travel experiences including but not limited to: accommodations, dining reservations, transportation, guided tours, wine experiences, cooking classes, cultural activities, and 24/7 travel support.

LIABILITY LIMITATIONS Company shall not be liable for personal injury, property damage, delays, service changes, rate fluctuations, or irregularities caused by third-party service providers. By engaging Company services and making payment, Traveler(s) agree to hold Company harmless and seek claims directly from service providers after arrival.

PAYMENT TERMS

- **Planning Fee:** \$250 non-refundable planning fee for up to 2 travelers, plus \$100 per additional traveler. This fee is applied toward final trip cost.
- **Payment Schedule:**
 - 30% deposit due upon itinerary approval
 - 60% due 60 days before departure
 - Final 10% due 30 days before departure
- **Expedited Bookings:** Trips booked within 60 days of departure require full payment at booking.

CANCELLATION POLICY All cancellations must be submitted in writing. Refund amounts based on cancellation timing:

- **90+ days before departure:** 70% refund (30% non-refundable)
- **89-60 days before departure:** 40% refund (60% non-refundable)
- **59-30 days before departure:** 10% refund (90% non-refundable)
- **Less than 30 days:** No refund (100% non-refundable)
- *Planning fees, third-party vendor deposits, and processing fees are always non-refundable. Refunds exclude any non-recoverable costs from suppliers.*

TRAVEL INSURANCE Company strongly recommends comprehensive travel insurance purchased immediately after booking. Insurance may cover trip cancellation, medical emergencies, lost luggage, and other unforeseen circumstances. Travelers declining insurance must complete a waiver form available at italiadolcevita.com.

TRAVEL DOCUMENTATION Travelers are solely responsible for valid passports (must be valid 6+ months

beyond return date), visas, and health requirements. Names on bookings must exactly match passport names. Name discrepancies may require re-booking at Traveler's expense.

MODIFICATIONS & CHANGES

- **Date Changes:** Permitted up to 60 days before departure with \$150 service fee per change, plus any price adjustments
- **Itinerary Changes:** \$50 fee per modification before final documents are issued
- **Air Ticket Changes:** \$50 fee before ticketing; \$300+ after ticketing, plus fare differences
- **Train Tickets:** Non-refundable and non-changeable once issued

FORCE MAJEURE & EXTRAORDINARY

CIRCUMSTANCES Company is not responsible for cancellations, delays, or changes due to circumstances beyond our control including but not limited to: natural disasters, pandemics, government restrictions, strikes, terrorism, war, or supplier bankruptcy. In such cases, Company will assist in rebooking when possible, but standard cancellation terms apply.

TRAVELER RESPONSIBILITIES

- Review all final documents immediately upon receipt
- Pay tourist taxes and local fees directly
- Maintain appropriate travel insurance
- Comply with health and safety requirements
- Disclose any medical conditions that may affect travel

ASSUMPTION OF RISK Travel involves inherent risks. Travelers assume all risks and agree to release Company from liability for medical costs, injuries, or damages arising from travel activities. Travelers who interrupt trips receive no refund for unused services.

COMMUNICATION Primary communication will be via email and text message. Company provides 24/7 support during travel via phone and messaging apps.

DISPUTE RESOLUTION Claims must be presented within 30 days of trip completion. Legal action must be filed within one year of incident. Disputes will be resolved through binding arbitration in Sarasota, Florida, under American Arbitration Association rules.

ACCEPTANCE By signing this agreement and/or making payment, Traveler(s) accept these terms and conditions. Terms subject to change without notice.

Italian Travel Artisans, Inc
Updated August 4, 2025