Terms & Conditions-ENG

I.T.C. Srl, Italy Travel Consulting (hereinafter ITC), is a Tour Operator specialized in Incoming for group travel services in Italy, Europe and the Middle East, based in Italy and offers itself to foreign travel agencies and / or accredited customers in dioceses, parishes and associations (hereinafter Customer) for the sale of services, at the best market prices, for the composition of group travel packages, participation in events and ancillary services. We consider as a group at least 10 paying participants, unless agreed between the parties.
Below are the main conditions of service.

1.Contract and services included
Following bargaining between the parties (ITC-Customer), the Customer assigns I.T.C. the booking of agreed tourist services and I.T.C. accepts the proposal and submits to the Customer the contract to be signed which lists in detail the agreed services to be produced together with their confirmation or option upon expiry. The contract, in addition to the list of services to be provided, must list all the contractual obligations, as reported below, and the signature at the bottom obliges the parties to comply with them, except for the exceptions listed below (for example: force majeure , etc.). Any changes to the program, integration of services, special requests by the Customer may be accepted by I.T.C. after verification of feasibility and possible integration of the price initially agreed.
All correspondence between I.T.C. and Customer not signed by the contract is to be considered non-binding between the parties and devoid of any effect, not being able in any way to request or demand its execution.

2. Payment of the trip
The payment methods are agreed and then included in the travel contract. Unless otherwise specified, 30% of the travel cost must be paid by the Customer to I.T.C. at the time of stipulation and the balance will be received at least 30 days before the arrival of the group. For non-payment of the trip both for the deposit and the balance within the established terms or in case of serious delay, the I.T.C. does not guarantee the provision of the booked services and indeed reserves the formal experiment of the exception of non-compliance (inadimplenti non est adimplendum).
Personalized trips may have different payment conditions, which will be indicated in the travel proposal.
Payments can be made in different ways highlighted in the travel contract, in particular payment by international bank transfer in euro or US dollar currency is allowed as specified in the quotation, alternatively through the e-commerce page of the website with payment by credit card.
The credit cards accepted in payment will be highlighted on the website.

3. Total and partial cancellation.
Unless otherwise indicated in the travel contract, the Customer may withdraw from the trip with the total cancellation of the services and without the application of a penalty up to 60 days before the arrival of the group. In the high season the cancellation without penalties could have different deadlines.
Partial cancellation of booked tourist services is possible at any time, as long as the total number of participants does not fall below the minimum required. Up to 60 days before the arrival of the group, cancellation can be made without penalty. The I.T.C. however, it reserves the right to recover some non-refundable costs which will in any case be highlighted in the travel contract.
In case of cancellation within 60 days from the start of the booked services, the following penalties apply:
from the 59th to the 30th day before the arrival of the group: 10% of the travel package;
from the 29th to the 14th day before the arrival of the group: 50% of the travel package;
from the 13th to the 5th day before the arrival of the group: 90% of the travel package;
from the 5th until the arrival of the group: 100% of the travel package.

If the partial cancellation involves a reduction in the number of participants below the minimum number required, the I.T.C. reserves the right to cancel the entire trip or recalculate the participation fee in relation to the new number of participants. In case of non-arrival of the group or single participants, the full amount of the travel package must be paid. The cancellation terms above are valid unless otherwise indicated on the travel contract.
If ITC, by order and on behalf of the Customer, inserts in the travel package the cost of international and domestic flights including airport taxes, it is specified for all purposes that these costs are not included in the travel package count but will follow the cancellation policy of the booked airlines. The I.T.C. will not be responsible for the failure to recover these costs: however, the costs and conditions of the flights booked will be specified in the travel contract.

4. Unused Services
If for operational reasons or other valid reasons (strikes, temporary closures of museums and monuments, etc.) some booked services could not be used, the I.T.C. undertakes to recover the sums paid from the service providers, without negotiation obligation, with the simple rule of total refund of what the supplier will reimburse to I.T.C. This reimbursement will be paid to the Customer upon return of these costs by the supplier. The I.T.C., if for reasons not attributable to it, is forced to cancel services booked or not usable, will propose to the Customer a valid alternative, which if accepted by the Customer, will fully replace the canceled services and will constitute an agreed modification of the contract, without possibility for the Customer to act, subsequently, deducing that he has received a different service from that agreed. That is, in the event of an agreed replacement, the fulfillment by I.T.C. of the service covered by the agreement will be considered exact. The single customer or group who renounces booked services during the trip is not entitled to any refund, unless agreed between the parties and if achievable.

5. Minimum number of participants, free and benefits
For programming trips published online on the I.T.C. the minimum number of participants is set at 10 paying people. The proposal will contain all the information in the description of the services offered (minimum participants, fee includes / does not include).
The planning trips published on the website are supported for the entire tour by an excort of the agency whose costs are included in the travel package.
For personalized group trips, the participation fee will be highlighted according to the number of participants. Failure to reach the minimum number of paying participants allows I.T.C. the request for a supplement on the participation fee or the right to cancel the trip and return the deposit.
Exclusively for group travel and except as expressly indicated in the travel contract, one free half double is granted for every 20 paying people, a second free half double is granted with 35 paying people.
Any additional benefits for customized group travel will be highlighted in the travel contract.
Entrance fees to museums, monuments and archaeological sites not included in the travel package and for which payment will be paid on site, do not enjoy the free admission due upon reaching the minimum number, and must be paid in full.

6. Quality assurance, disputes
The I.T.C. undertakes to produce a travel package that corresponds to the quality expectations as indicated in the travel proposal and contract. If the Customer, during the itinerary, finds inefficiencies or problems regarding the services offered, he must immediately report to I.T.C. directly or through the tour excort as verified, to allow for the adoption of any corrective measures. The details about the behavior to be adopted in case of disservices will be given in the travel program. The dispute of services must always be anticipated to I.T.C. while traveling to allow the same to intervene with suppliers and not to preclude any requests for reimbursement from them.

7. Liability of the tour operator
The I.T.C. as a tour operator it assumes responsibility for the guarantee towards the participants in the trip. The I.T.C. is solely responsible even if it is the fault of one of its suppliers (excluding airlines, railways and shipping companies). If the damages are not intentionally or recklessly caused by I.T.C.

but exclusively for willful misconduct of a service provider, the liability of I.T.C., excluding the case of physical injury, is limited to three times the cost of the service towards the participants concerned. Criminal liability claims remain unaffected.

8. Compliance with legal provisions.
For travel packages sold online on the I.T.C.website, the general information, terms and conditions relating to the trip will be provided by I.T.C. directly to those registered for the trip.
For group travel, the Customer is responsible for transmitting information to its participating customers, in particular legal regulations, passports, currency and customs regulations, entry visas, foreign currency, any required vaccinations or vaccination certificates.
The I.T.C. will not be responsible for any rejection at borders or in transit due to irregularities in travel documents, visas, vaccination certificates and other reasons.

9. Jurisdiction
The competent court for disputes that may arise from the contracts indicated above is Rome.

10. Validity of the contract or part of it
The travel contract stipulated between the parties is valid under the terms indicated therein. If any of the above travel conditions are invalid or partially or completely ineffective, this does not lead to the invalidity of the entire travel contract.

11. Traveler Insurance - Covid-19
It is essential that the Customer is provided with an insurance policy for the group and / or for each participant in the trip to cover medical-hospital-accident expenses with a large ceiling, including Covid-19 risk for hospitalization and quarantine, valid for / the countries visited. The I.T.C. is not responsible for the costs for the above events, except for the immediate request for intervention to the authorities in charge based on the type of accident.
In the context of the ongoing Covid-19 Emergency, the Customer is solely responsible, also on behalf of the individual participants, for compliance with the Covid-19 emergency regulations which may be different for each country visited or in transit. The I.T.C. will apply all safety regulations regarding the Covid-19 emergency in the provision of its services. A specific form will be delivered to each participant with the rules in force at the time of travel.

12. Causes of force majeure
The I.T.C. organizes the travel package with all the professionalism of its employees and experience, prudence and foresight, however it cannot be held responsible for events of force majeure such as, by way of example and certainly not exhaustive, accidents due to meteorological causes, traffic, traffic jams, strikes and other events beyond our control, etc.

13. Privacy information and institutional references
The contractor for travel services booked with I.T.C. is:
I.T.C. Srl, Italy Travel Consulting, via della Rustica nr. 273 / B int. 3, 00155 Rome, Italy
tel. +39 06 2290226, mail: info@itctravel.tours
Tax Code-VAT No. 14888201002 - Lazio Region Authorization No. GR992053
RC policy nr. 1505002626 / k-Nobis Assic. - Guarantee Policy nr. 6006003493 / J-Nobis
All the privacy policy is available on the website http://www.itctravel.tours/

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