

## TERMS AND RESPONSIBILITY

### For the custom itineraries and escorted tours of Italy by Etna Tours

Effective Jan. 01, 2007

#### DEPOSITS:

##### For Custom Itineraries

A non refundable deposit of \$200.00 is required at time of requesting the personal itinerary.

##### For Escorted Group Tours

A request in writing is required.

#### General Conditions:

We regret but we cannot submit any itinerary without the non-refundable deposit.

No reservations can start without the deposit. For groups usually a second deposit is required on a per person basis, please check the "Price and Conditions" submitted with the itinerary. Final payment is due 45 days prior departure. Credit of the deposit is given upon issuance of the final invoice. All prices quoted are subject to foreign currency fluctuation.

#### CANCELLATIONS:

Cancellations must be done in writing. Cancellations received up to 60 days prior departure are subject to a handling fee of \$150 per person. Cancellations received from 59 to 21 days prior departure are subject to 20% of the applicable tour cost. Cancellations received from 20 days prior departure to day of departure, no refund is granted. After the day of departure and on, no refund is granted. No group can be operated for less than 10 persons. Prices varies according to size of group.

#### RESPONSIBILITY:

Etna Tours, independent contractor, and or its associates and affiliated or subsidiary companies are not responsible for accidents, loss, detention, annoyance, delays and expenses arising from the same, quarantine, strikes, force majeure, failures of steamers, vessels, hydrofoils, trains, busses, planes, or any other means of conveyance to arrival or departure as scheduled.

Reasonable changes in the itinerary may be made by the land operator or supplier of services where deemed advisable for the comfort and well-being of the passengers. The right is reserved to refuse to accept anyone as a member of any tour at any time.

#### INSURANCE:

Travel protection to insure your investment is highly recommended. Please ask our office for details. For groups we suggest special coverage at a discount.

#### PAYMENTS:

Etna Tours is a small business and such as it does not have any contract with credit card companies. Etna Tours does not charge additional fees usually connected with the credit card usage. For airline tickets we charge a flat fee of \$20 per ticket. With such consideration and established records, we request payment by personal checks. All checks should be issued to : Etna Tours and mailed to 234 Stanley Avenue – Park Ridge IL 60068 -