

Terms & Conditions

GENERAL CONDITIONS 2015

My Tour s.r.l. organises and carries out the tours featured in this programme, in conformity with the administrative authorization of the Siena Provincial Authority, dated 26.6.2009. The programme conforms to the text established according to D.L. 111/95, approved by EEC regulation no. 90/314. In the presence of any contrary clause, the contract is governed by the provisions of law no. 1084 dated 27.12.77, in conformity with the ratification and enactment of the International Convention relating to the Travel Contract (C.C.V.).

PRICES

Prices and programme are valid from 1st April 2015 to 31st October 2015. In the case of unexpected increases of the prices per person, exceeding 10%, as a result of new taxes or duties, the price will be adjusted and the clients notified in writing. What the fee per person covers is specifically stated in the brochure and on the website.

REDUCTIONS

Unless otherwise stated in the tour description, tours are free for children under the age of 2. Show a document proving children's age, upon request. All children must be accompanied by an adult.

BOOKINGS

Reservations are accepted, subject to availability (places, languages spoken by the guides, museum entry tickets, etc.).

CANCELLATION POLICY

There will be no penalty for cancellations of tour or service communicated in writing to My Tour up to 48 hours before departure time of the tour or service. Less than 48 hours before departure time of tour or service 100% of the total price will be due and no reimbursement will be granted. No reimbursement will be granted to any client who is not at the place of departure at the time established; similarly, no reimbursement will be granted to clients who lose contact with the guide or who do not complete the tour. Whenever - due to operational difficulties or reasons beyond its control (travel conditions, strikes, changes in opening hours, closure of museums, delays or other problems), My Tour is obliged to change the programme - an alternative itinerary and/or visits to other museums will be proposed, without any variation to the established price and the client will be informed prior to departure. If for any reason My Tour cancels the tour or service, the client may claim reimbursement only of the sum paid to My Tour. Moreover My Tour s.r.l. is not responsible for additional expenses that may be incurred by a client in relation to a cancelled tour or service (i.e. hotels, flights, etc.).

TOUR INFORMATION

The tours in this program are offered in English, Italian, Spanish, French, German, Chinese, Portuguese and Japanese. The English and Spanish language is always guaranteed. Local guiding service in Italian, Spanish, French and German is always guaranteed for a minimum of 4 people. Local guiding service in Portuguese and Russian is provided only for our Siena, San Gimignano and Chianti Tour and Pisa Tour (on request and subject to availability). Local guiding service in Japanese, Chinese and other languages will be provided if the group is of at least 4 persons, with a supplement of € 40,00 per person to be paid at the commencement of the tour (on request and subject to availability). The escort service is provided by professional multilingual tour leader. The local guide service could be provided in two languages. On guided tours in Florentine museums, the participants will be supplied with earphones, if there are at least 15 people in the group. No reimbursement is provided should these earphones not be supplied or used due to circumstances beyond the control of My Tour. On audio guided tours in Florentine museums, if you lose or do not return the Audioguide, you will be required to pay a penalty fee.

Tours by Fiat 500: please be informed about the following Driving Restrictions: To drive one of our vintage cars you **MUST** be a manual car driver, you **MUST** have a valid license to drive in Italy (held for at least 1 year) accompanied by your passport. You **MUST** have a Credit card. This is for the insurance documents. As a driver you have dedicated insurance cover included in the price.

Tours by Vespa: please be informed about the following Driving Restrictions: previous driving experience on a Vespa, scooter or motorcycle is recommended. The tour leader reserves the right at his absolute discretion to terminate the participation of any rider who is unable to ride the Vespa safely. In such a case no refund will be due. A valid car licence is required, a motorbike licence is not essential. Minimum age for drivers is 20 years.

PAYMENT

Full payment is required at the time of booking.

RESPONSIBILITY

My Tour s.r.l. cannot accept responsibility for damage caused by third parties or for reasons beyond its control, and cannot be held responsible for the loss of valuables, luggage or objects during tours. During the periods of greatest attendance, despite reservations, the entry to the museums could be subject to delays, which are not attributable to My Tour responsibility.

INSURANCE

The tours scheduled in this programme are covered by third-party insurance for the risks, the

indemnity limits and the guarantees laid down in D.L. 111/95 under Finital SPA n° 00100081353

CLAIMS

Any complaint by the client must be communicated in writing to My Tour at info@mytours.it within and no later than 10 business days after the date of the tour.

PRIVACY

In special emergency cases, unless otherwise pronounced by the interested party, the data on the journey may be disclosed to family members who need to track the user. If you wish to exercise restraints to that reported in this paragraph, write to info@mytours.it.

Unless otherwise indicated by the interested parties and subject to the terms provided for preserving the tax/administrative documentation, My Tours S.r.l. will keep all data related to services rendered for the sole purpose of ensuring the same customised services also in response to future requests, in its records as confidential. If you wish to exercise restraints to that reported in this paragraph, write to info@mytours.it.

The client states that he/she was authorised to disclose personal data on any other participant of the purchased journey to whom will communicate the contents of the information cited above and from whom has received delegation to manage relationships with My Tour S.r.l. For any further information, please refer to the [USER PRIVACY POLICY](#)

JURISDICTION

Any disputes will be settled by The Court of Siena.

ORGANIZATION

My Tour SRL – Via della Resistenza 95, Monteriggioni – 53035 SIENA, ITALY Auth. dated 26.6.2009 VAT Registration no IT 01251900526

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