

FOOD & WINE TOURS & TASTINGS

Ways Srl

tour operator licensed by Veneto Region n° 132604/20
Public liability insurance by Allianz Spa n° 500329783
Vicolo Carmelitani Scalzi 14/B, 37122 Verona, Italy
info@waystours.com - +39 (327) 4674179 - +39 (045) 2218575

Ways
Italy with the locals



ITALIAN RISOTTO AND PASTA MAKING CLASS

A hands-on cooking class is what you need if you want to learn how to make fresh homemade Pasta, the great Italian Risotto and the most famous Italian dessert: Tiramisù. Discover the secrets of the Italian cuisine with this unique experience in a cozy kitchen located in the old town of Verona. Your professional chef will guide you through all the steps of pasta making and, when the meal is nice and ready, you will also have the chance to taste what you have prepared. We will provide you with everything you need, just bring appetite and enthusiasm for the delicious Italian food.

Duration: 3.5 hours

Inclusions:

- Expert local chef
- Apron
- Meal
- Recipe book

Note:

Under 12 years old can not join this activity

GELATO MAKING CLASS

Enjoy this fun and kid-friendly cooking class and learn how to make Gelato from scratch. Take your place in our cozy kitchen in the old town of Verona and follow our professional chef's instructions to learn how to prepare a delicious gelato. The chef will guide you through the selection of fruits, chocolate and other seasonal ingredients, and especially throughout the whole Gelato-making process. Following a traditional recipe, that you will be able to repeat at home on your own easily, you will also learn how to make sorbet. Finally, when everything is nice and ready, you will taste the Gelato you have made.

Duration: 2 hours

Inclusions:

- Expert local chef
- Apron
- Meal
- Recipe book

Note:

Underage of 18 must be accompanied by an adult



VERONA FOOD & WINE WALKING TOUR

Discover this stunning city on a Food & Wine Walking Tour that will guide you through the flavours and perfumes of Verona and its surroundings. Live a one-of-a-kind experience and, just like a real local, start your day in the right way drinking an authentic Italian espresso with your guide: this is what we call an icebreaker. After a brief stroll right at the foot of the majestic Arena in Piazza Bra, one of the most amazing squares in the city, your guide will show you the original local delicacies. Next step? A classic aperitif in one of the most traditional osterias of the city, where you will savour some local products as well. Do not forget to save some space in your stomach for later! The next step will make your mouth water: enjoy some Amarone risotto and discover some local culinary traditions with your expert guide. Continue your visit in the food district of Verona, where the most osterias, and enjoy the great wines of our city. This tour will allow you to see Verona from a brand-new perspective, made of great simplicity and unique flavours.

Duration: 3.5 hours

Inclusions:

- Culinary guide
- 5 Food & Wine tastings
- Earphones If necessary

Note:

Children under 6 years old can not join this activity



AMARONE WINE TASTING SENSORY EXPERIENCE

Discover the authentic flavors of the local wine culture. Not only are Verona and its surrounding rich in beautiful and ancient monuments to visit but they are also characterized by a very fascinating tradition of wine production. This fruitful paradise produces some of the most famous Italian wines: Amarone and Valpolicella. If you come to Verona and you don't want to miss the incredible opportunity of having a wine tasting experience, you should join this activity. Our local expert will tell you everything about wine production, cellars and vineyards and you will taste some fine local wines. Apple, cherry, pineapple, almond, black pepper, leather, and coffee.. How many flavors can a bottle of wine have? Test your smell trying to guess the perfumes of some little mysterious boxes and with a local Sommelier, discover the flavors of five local wines (Durello, Lugana, Bardolino charetto, Valpolicella and Amarone) during a fun blind tasting.

Duration: 1.5 hours

Inclusions:

- Sommelier
- Wine tasting session

Note:

Under 18 years old can not join this activity



VERONA BIKE TOUR IN LOCAL OSTERIAS

Taste your way through the so-called osterias of Verona and enjoy some local delicacies and fine wines, while riding a bike through the old town. On this 3-hour bike tour you will discover the food and wine culture of Verona and the lifestyle of its inhabitants. At every stop you will taste some local wines, such as Valpolicella, Prosecco or Spritz, the famous aperitif of Verona, and some local delicacies. Between one stop and the other you will ride close to the most important monuments and tourist spots of Verona and your guide will tell you all about the history and culture of this fascinating art city. Choose your bike, wear your helmet and let's go!

Duration: 3 hours

Inclusions:

- Licensed guide
- 3 Food & Wine tastings
- Earphones If necessary
- Bikes and helmets

Note:

Children under 12 years old can not join this activity



AMARONE WINE E-BIKE TOUR

Leave the city behind and delve into the charming countryside surrounding Verona, where luxuriant vineyards and breathtaking landscapes will be waiting for you. Following an enjoyable bike path, you will ride an E-Bike through the enchanting countryside, close to a Medieval Castle and along gentle streams. Your final destination is an authentic Amarone winery, where you will join a visit of the cellar to find out all the secrets of the Amarone production process, and later you will take part in an Amarone wine tasting session led by a professional Sommelier or wine producer to discover the aromas of one of the most famous Italian wines.

Duration: 4 hours

Inclusions:

- Tour guide
- e-Bikes and helmets
- Winery visit and wine tasting

Note:

Minimum age to ride a regular adult bike is 14 years old.



AMARONE WINE TOUR FROM VERONA

Join a relaxing wine tour in the Valpolicella area exploring hilly landscapes that boast luxuriant vineyards and olive trees. Hop on a comfortable air-conditioned van and discover the best Amarone winemakers with a wine expert guide. You will stop in two local wineries: winemakers will show you the secrets of the Amarone wine production and you will have the chance to savour some fine wines, including of course Amarone and Ripasso, during a wine-tasting session led by a professional sommelier. You will start from the old town of Verona on board a comfortable air-conditioned van, ready to live this relaxing half-day tour in the Valpolicella wine region. Luxuriant gardens, fascinating wineries and enchanting stories will spice up this tour and make it truly unforgettable.

Duration: 4 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings and food pairing
- 2 Winery visits

Note:

Underage of 18 can not join this activity



AMARONE GRAND TOUR FROM VERONA

Discover the luxuriant vine-draped hills changing colour seasonally and enjoy the fine red wines with unmistakable aromas, proofs of the passion and dedication that characterise local tradition. Just a few steps from the old town of Verona, you will explore the authentic flavours of local delicacies and enjoy the food and wine culture of this incredible area. Delve into the magical world of wine and follow your local expert guide, a Veronese born and bred, during a full-day tour through the areas of Amarone. Discover the Valpolicella region, Reign of Wine, and the stunning locations where tradition and innovation merge into the creation of unique wines. Visit 2 traditional wineries, which will be selected by your local expert guide according to your interests and curiosities. Discover how wineries are run and how wines are produced. Between the first and the second part of the tour, you will enjoy a traditional lunch in a Trattoria in the Valpolicella area. There is no doubt that this experience will become one of the best memories of your stay in Verona.

Duration: 7 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings and food pairing
- 2 Winery visits
- Lunch

Note:

Underage of 18 can not join this activity



SOAVE BORGO AND AMARONE WINE TOUR

Climb aboard a comfortable air-conditioned van and reach the beautiful hamlet of Soave, predominantly located inside the crenellated walls of the Medieval castle that carries the same name. Surrounded by luxuriant vine-draped hills that produce one of the finest Italian white wines, Soave is a unique destination to fall in love with. Have a walk through its tiny cobbled streets, along local bars and botteghe and follow your guide on a tour of the best Amarone and Soave wineries. The dreamy atmosphere that reigns here is enhanced by the traditional wineries with corresponding wine shops that combine wine production and sale perfectly. Learn all about the foundation, history and development of this magnificent hamlet, discover the secrets and anecdotes about the wine production process and explore the amazing vineyards that frame this enchanting land.

Duration: 4 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings and food pairing
- 2 Winery visits

Note:

Underage of 18 can not join this activity



PROSECCO WINE TOUR FROM VERONA

Strategically located in the North East of Italy, the charming Verona is the perfect starting point to discover many famous and fascinating places that are just a few hours away from the city. One of them is the UNESCO World Heritage Prosecco wine region, located between the cities of Verona and Venice. All you need to do is relax and enjoy every moment of this wonderful experience. After leaving the old town of Verona, your guide will lead you through the charming Prosecco hills, where you will meet wine producers in authentic, family-run wineries. Even though Prosecco is a very famous wine, only few people really know how to produce it and how to do it properly. Get in touch with some of the families that produce Prosecco and discover their stories and secrets. You will learn everything about its production process: from the harvest to the bottling. Taste the fine and authentic Prosecco and have local and traditional products for lunch. Enjoy a relaxing day outdoors and discover what makes Prosecco so unique!

Duration: 4 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings
- 2 Winery visits
- Lunch

Note:

Underage of 18 can not join this activity



VINTAGE VESPA TOUR INTO THE VINEYARDS

Meet our local expert in Verona the city-centre and after a safety briefing and few practice sessions to get familiar with the Vespa you will be ready to follow our guide and set off on your way. Decide if you wish to drive through the beautiful hills or to enjoy the experience as a passenger. Enter the Valpolicella valley and admire the scenic country roads with beautiful landscapes. Valpolicella offers splendid views of the rolling hillside and some of the oldest villages called 'borghi'. Delve into the magical world of wine and follow your local expert guide, a Veronese born and bred, during a half-day tour through the areas of Amarone. Discover the Valpolicella region, Reign of Wine, and the stunning locations where tradition and innovation merge into the creation of unique wines. Half-way through the day, stop at a selected winery in the heart of the region to learn about the winemaking process of the great Amarone. Explore the vineyard and wine cellars and taste the local wines paired with some typical products. Here the producer (or an expert Sommelier) will guide you through a wine tasting session that will reveal the secrets and the traditions of this famous wine production.

Duration: 4 hours

Inclusions:

- Expert guide
- Vespa, Helmet and Fuel
- Winery visit
- Wine tasting session

Note:

Underage of 14 can not join this activity, and the participant who would drive the Vespa needs a previous experience about, otherwise we provide a driver



VENICE FOOD & WINE WALKING TOUR

Venice, the beautiful city on the water, is famous not only for its charming squares and incredible monuments but also for the rich food and wine culture. If you come to Venice, you cannot miss a food and wine tour in the city. With our local expert you will taste typical products such as fish, cheese, local wine and much more and you will listen to some stories about the culinary tradition of the city. Stop at old-fashioned botteghe to discover the secrets of the Venetian cuisine and taste different types of local cicchetti and traditional tramezzini. Start this amazing food and wine journey in the traditional market where you will find locally-sourced fish and Sant'Erasmo vegetables that grow in the homonym island of the Venetian lagoon. Then, cross the Grand Canal towards the most authentic areas of the city and discover the hidden Venice, off of the beaten track. Savour some local delicacies and visit more Botteghe and Osterie, where you will also sip some famous Prosecco DOCG wine while listening to some stories about the Venice countryside, where it is produced. This yummy tour will turn you into a real expert in the local food and wine culture and it will make you discover the best osterie in town.

Duration: 4 hours

Inclusions:

- Food guide
- 4 Food & Wine tasting session

Note:

Children under 6 years old can not join this activity



PROSECCO WINE TOUR FROM VENICE

Discover the history of Prosecco, the most famous Italian sparkling wine. Meet with our wine expert guide in Piazzale Roma, close to the old town of Venice, and take a seat on a comfortable van as you head to the wonderful Prosecco region. Delve into the luxuriant and fascinating Valdobbiadene and Conegliano Prosecco production areas. Visit two local wineries and learn all the secrets of the Prosecco production. Later, join a guided wine tasting and enjoy some matched typical dishes for a light lunch. Just enjoy this wonderful experience and do not worry: at the end, we will bring you back to the starting point.

Duration: 6 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings
- 2 Winery visits
- Lunch

Note:

Underage of 18 can not join this activity



AMARONE WINE TOUR FROM VENICE

If you are staying in Venice for a few days, you cannot miss the opportunity to visit the charming Valpolicella wine region, famous for the great Amarone red wine. At only a 1-hour ride from Venice, the first (of two) wineries is waiting for you. Visit the vineyards and the cellar with a professional sommelier or wine producer and then enjoy a wine tasting session with a light lunch based on typical local products. The tasting will include some local wines and, of course, the famous Amarone. After the light lunch, you will head to the second winery and repeat some activities of the first part: you will visit the winery and join a wine tasting session. In this way, you can compare both productions and understand better how wine is produced in the Valpolicella wine region. At the end of this part, you will hop on the van again and go back to Venice.

Duration: 10 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings and food pairing
- 2 Winery visits

Note:

Underage of 18 can not join this activity



MILAN FOOD & WINE WALKING TOUR

Having a traditional aperitivo in Milan should definitely be on your bucket list: it is a must-do experience, that everybody should live at least once in a lifetime! If you ask locals about it, they will tell you that it always is “ape-time”. So even though time is not a problem, the place instead is very important. Choosing the right wine bar really makes the difference, because the authentic aperitivo is not so easy to find. In Milan there is a very precise tradition, the so-called Apericena: it is a compound word made of aperitivo and cena (the Italian for dinner) and is basically a mixture of these two, traditionally-separate moments. This is why the best choice is having an aperitivo with a local that can suggest to you both where to go and what to drink: a Spritz, a Martini, the famous and delicious Sbagliato or simply a glass of local wine. Relax and enjoy this authentic Milanese experience as your guide tells you all about the aperitivo tradition and the secrets of the local folklore. No doubt it will be an unforgettable experience!

Duration: 3 hours

Inclusions:

- Licensed guide
- 4 Food & Wine tastings
- Earphones If necessary

Note:

Children under 6 years old can not join this activity



PIEDMONT AND BAROLO WINE TOUR FROM MILAN

Leave Milan behind and reach the Langhe wine region of Piedmont on a full-day tour. Explore the area where Barolo ("the king of wines") and Barbaresco are produced. Passing through hilly landscapes and beautiful valleys changing colour seasonally, you will visit 2 different wineries with your wine expert guide. In the first winery, the producer will show you the vineyards and will tell you how Barolo wine is produced. Then you will join an amazing wine tasting session. After a light lunch based on local products, your guide will bring you to the second winery: there, you will notice that different wineries have different production processes and you will be able to decide which one you prefer. If you wish, you can also stop in Alba, a small town located in Piedmont, famous for chocolate and for white truffles. You can have a walk in the old town before going back to Milan in time for dinner.

Duration: 9 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings and food pairing
- 2 Winery visits
- Lunch

Note:

Under 18 years old can not join this activity



MILAN COUNTRYSIDE & WINE TASTING TOUR

Located just outside Milan, there is an area where every year family-run wineries produce some fine Pinot Noir. Join this private experience and reach this wonderful wine region with our guide, a wine expert and enthusiast, on a private transport. Look outside the window and admire the landscape that changes little by little and the city that slowly leaves room to the luxuriant countryside. Savour some fine white wines that, despite not being as famous as Prosecco, are just as good...or even better! Discover new flavours and, in the meantime, listen to your guide describe the characteristics of the land and its grapes. In one of the wineries you will also have a light lunch with some typical local products. Do not forget to take pictures or to even buy a couple of bottles of wine to bring home. At the end of the tour, you will go back to Milan right in time to enjoy the evening in the city.

Duration: 6 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings and food pairing
- 2 Winery visits

Note:

Under 18 years old can not join this activity

AMARONE WINE TOUR FROM MILAN

If you are staying in Milan for a few days more and you have already visited all the things this incredible city has to offer, you cannot miss the opportunity to visit the charming Valpolicella wine region. Located on the hills surrounding Verona, Valpolicella is famous for the great Amarone red wine and is one of the main wine production areas in Italy. After approximately a 2-hours drive from Milan, you will arrive in the first winery. There, you will have the chance to visit the vineyards and the cellar with a professional Sommelier or wine producer and to enjoy a wine tasting session and a light lunch based on typical local products. The tasting will include some local wines and, of course, the famous Amarone. After the light lunch, you will head to the second winery and repeat some activities of the first part: you will visit the winery and later join a wine tasting session. In this way, you will be able to compare both productions and understand better how wine is produced in the Valpolicella wine region.

Duration: 10 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings and food pairing
- 2 Winery visits
- Lunch

Note:

Underage of 18 can not join this activity



TURIN FOOD & WINE WALKING TOUR

What better way of discovering Turin than exploring the local food and wine culture that makes the city so unique! Join this 3-hour private tour and learn about the culinary tradition of Turin and its surroundings. You will start to appreciate the two souls of the city: the aristocratic (not to say royal), with its elegant and historical coffee and chocolate shops, and the most popular, developed in the first decades of the 20th century with the foundation of the FIAT Automobile factory. Explore Porta Palazzo Market, the biggest market in Europe, walking around its narrow lanes and many booths where you can find a huge variety of locally-sourced vegetables, meat, fish and cheese. End your tour on a high note at the new and modern Central Market and have a toast all together with some fine local wines.

Duration: 3 hours

Inclusions:

- Licensed guide
- 4 Food & Wine tastings
- Earphones If necessary

Note:

Children under 6 years old can not join this activity



LANGHE AND BAROLO WINE TOUR FROM TURIN

Hop on the comfortable air-conditioned van and start this full-day wine tour discovering one of the most famous wine production areas in Italy, the Langhe district. After approximately a one-hour drive, you will arrive at the first (of two) winery: a sommelier will guide you through the steps of the wine production process and they will show you an ancient Barolo cellar. You will later join a wine tasting session - including some fine Barolo, obviously - and you will have a light lunch enjoying the wonderful panoramic view of the vine-draped hills. Before heading to the second winery of the day, you will stop in the town famous for the white truffle, Alba, where you will have some free time. At this point, you will reach the second winery: visit its old wine cellars and compare its production process with the one you saw at the first winery. Join the second wine tasting session of the day and savour some fine Barolo and other local wines. Finally, after the wine tasting session, hop again on our van and arrive in Turin. If you already miss the delicious flavour of Barolo, do not worry: you can buy some and have it shipped directly to your home!

Duration: 7 hours

Inclusions:

- Private transport
- Tour guide
- 2 Wine Tastings and food pairing
- 2 Winery visits
- Lunch

Note:

Under 18 years old can not join this activity

TERMS AND CONDITIONS

1) General terms

Introduction. Notion of tourist package

a) the Legislative Decree no. 111 of 17.03.95, concerning the execution of the Directive 90/314/CE, for consumer protection states that both the organizer and the seller of the tourist package asked by the customer, must be licensed for carrying out their activities (art. 3/1, letter A, 111/95 Legislative Decree) b) the customer has the right to receive a copy of the tourist package sale contract (in accordance with article 6 of the 111/95 Legislative Decree), which is the necessary document to apply for the Guarantee Fund in reference to article N. 18 of these general contract terms. The notion of "tourist package" (article 2/1 of 111/95 Legislative Decree) is the following: The objects of tourist packages are journeys, holidays and "all inclusive" circuits, resulting from the pre-established combination of at least two of the following elements, sold or offered for sale at a flat rate, whose length will exceed 24 hours, that is, at least one night: transportation; b) accommodation; c) tourist services not additional to transportation or accommodation (omissions) which are an important part of the "tourist package".

Legislative sources

Besides these general conditions, the sale contract of a tourist package is also regulated by the clauses pointed out in the journey documentation, given to the customer. This contract, concerning the arrangement of travel, holiday and single tourist service sales, is also regulated by the Law of 27th Dec.1977 no. 1084, ratified and executed by the Travel Contract International Convention (CCV), subscribed on the 23rd April 1970 in Bruxelles. In addition to the above mentioned CCV, the sale contract of a tourist package is also regulated by Legislative Decree n.111/95, emanated as an enforcement of the Directive n.90/314/CE concerning the journey, holidays and "all-inclusive" circuits. Furthermore, the contract at distance signed by the consumer, for all the applications to the contracts for free time services, is subject to the Legislative Decree n. 185 of the 22nd of May 1999, concerning the "Implementation of the 97/7/ CE directive about the consumer protection in regard contract at distance", and to the Legislative Decree n.70 of the 9th of April 2003 concerning the "Implementation of the 2000/31/CE directive about some juridical aspects of the information society in the home market, particularly referred to the e-commerce"

2) Price

The price of the tourist package is fixed in the contract, in accordance with what has been written in the catalogue or brochure (on paper or electronic), or out-of-catalogue programme, or possible updates of the catalogues or the extra catalogue programs which might have been done afterwards. Extra expenses, such as compulsory fee to pay in loco, are always specified in the notes and details of the offer. The price can be changed until 20 days before departure and only in case of variations of the following: transportation costs, including the fuel cost; taxes and fees on some kinds of tourist services, such as landing and embarkation or disembarkation fees, in ports and airports; exchange rates applied to the package itself. As for such variations, these will be referred to the exchange rates and to the above-mentioned costs, as well as to the relevant prices quoted at the moment of the booking application.

3) Confirmation policy

The confirmation can only be effected and the date can only be held following the consumer acceptance of the general conditions of this contract. The reservation is confirmed when WAYS Srl receives:

EMAIL with the relevant information including: quotation number (written on the top of the document "QUOTATION N°) and the code of the tour confirmed (written in the document "TOUR CODE"). The confirmation date corresponds to the date of the email.

or

EMAIL with this document completed with date and signature (at the end of the document). it is also necessary to flag on the tour/s confirmed.

In case the tourist product created by WAYS srl Tour Operator and published on a brochure requires a minimum number of participants, WAYS srl Tour Operator reserves the right not to carry out the trip if the requested minimum number of participants has not been achieved.



4) Payment policy

Shared small-group tours

Payment conditions for consumers:

Any tour must be paid in advance. The payments can be made either by:

- credit card (via our payment system)
- wire transfer

The non-payment of the sums is an explicit resolutive clause, which would determine the rescission of the tourist package sale contract, set apart the compensation for further damages suffered by the organizer.

Payment conditions for tour operator/travel advisors:

We will bill monthly all the tours that have been regularly carried out in the month. Payment must be made on the invoice view by:

- credit card (via our payment system)
- wire transfer

The non-payment of the sums at above-mentioned fixed dates is an explicit resolutive clause, which would determine the possibility for Ways to rescind of any signed sales agreement, with all of the following tours already booked.

Customized tours

Payment conditions for consumers:

Any tour must be paid in advance. The payments can be made either by:

- credit card (via our payment system)
- wire transfer

The non-payment of the sums is an explicit resolutive clause, which would determine the rescission of the tourist package sale contract, set apart the compensation for further damages suffered by the organizer.

Payment conditions for tour operators/travel advisors:

Any private tour must be paid 30 days in advance. Bookings with more than 60 days in advance could be paid in full at the time of booking with a special discount of 5%. The payments can be made either by:

- credit card (via our payment system)
- wire transfer

The non-payment of the sums is an explicit resolutive clause, which would determine the rescission of the tourist package sale contract, set apart the compensation for further damages suffered by the organizer.

5) Cancellation policy

Cancellation policy for shared small-group tours

There will be no penalty for cancellations of booked tours communicated in writing to the organization at least 24 hours prior to the booked tour date. No reimbursement will be granted to any client who cancels after 24 hours or 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; and also for those who cannot take part to the travel because of missing or irregular personal emigration documents. It's established that in the cases in which rescission penalties of consumer are enforced the organizer is legally entitled by the consumer to hold the amount received as partial payment as valid for the due penalty. As stated above, we do not refund clients who cancels after 24 hours of a tour, and this includes customers who are late due to flight or train cancellations, delays or issues caused by traffic or congestion, etc. In general, we do not refund any group tour cancelling within 24 hours of the tour start time. If you are concerned about the possibility of cancellation or nonrefundable costs, we recommend the purchase of travel insurance.



Cancellation policy for customized tours

In case a private tour or one or more participants of it would withdraw from the contract before departure for different reasons we will apply the following penalties: 0% (no penalties) if the cancellation is given until 15 days before, and 10% within 7 days from the beginning of the tour. The same amounts have to be paid also by those who cannot take part to the travel because of missing or irregular personal emigration documents. No refund is due to travellers who decide to interrupt the travel or their stay already started. It's established that in the cases in which rescission penalties of consumer are enforced the organizer is legally entitled by the consumer to hold the amount received as partial payment as valid for the due penalty. Minor changes and modification of the policy mentioned above could be applied due to the cancellation conditions of the single service that composes the tour/activity. If this occurs we have the responsibility to inform and ask immediately the client's approval and confirmation.

Modification or cancellation prior departure

In case in which WAYS srl Tour Operator, before the departure, gives written communication of its impossibility to supply one or more services of the tourist package, the consumer will have the right to choose another tourist package of the same quality or superior without any additional costs or an inferior tourist package with the restitution of the difference in price, or the customer will be refund of the sum already paid within 7 working days from the moment of the rescission or cancellation, if the cancellation is depending on circumstances not imputable to the customer. The organization can void the contract if the minimum number of participants has not been reached, and on condition that the organizer has given this information before the start of the tourist services. In this case the organizer will have to refund only the amounts perceived within 7 working days from the moment of rescission or cancellation, any other refund excluded.

Modification after departure

In case that after the departure the organizer cannot supply, for any reason (apart from circumstances depending on the customer) an essential part of the services included in the contract, alternative solutions will have to be provided to the consumer without extra-charges. If the value of the supplied services is lower than the value of the estimated ones, the value of the difference must be refund. In case no alternative solution is possible, or the solution offered by the organizer has been refused by the customer for serious and justified reasons, the organizer will provide free-of-charge a means of transport equivalent to the original one, which should have also been used for going back to the initial departure point, or to another possibly pre-established place, compatible with availability. The customer will be refunded in accordance with the difference between the cost of the estimated services and the cost of the services granted up to the moment of anticipated return.

6) General information

Participants obligations

The participants have to be equipped with personal passports or other documents valid for the destination Country, with the health certificate if required. Furthermore, the tourist will have to follow ordinary cautiousness and diligence rules, and specific rules effective in the destination countries, all the information supplied by the organizer, as well as the regulations and administrative and/or legislative provisions regarding the tourist package. The participants will be asked to answer for all the damage suffered by the organizer because of their incapacity to follow the above-mentioned obligations. The customer must provide the organizer with all the documents, the information and the elements owned by himself, which might be useful for exercising the subrogation right of the latest towards third parties, responsible for the damage. The customer is held responsible by the organizer for the detriment of the subrogation right. At the moment of the booking, the customer will also communicate, in writing, to the organizer the details needed which might possibly be part of specific agreements, such as journey instructions, provided their accomplishment is possible



Responsibility.

The organizer is responsible for the damage caused to the customer because of the total or partial default of the services described in the contract, either if these are performed by himself or third-party suppliers, unless he proves that the event depends on the customer (including initiatives taken by himself independently, during the execution of tourist services), or on events not linked with the supply of the services described in the contract, fortuitous events or by circumstances that the organizer itself might not reasonably foresee or solve, on the basis of a principle of professional care. Under no circumstances will the seller receiving the booking of the tourist package answer for the obligations coming from the travel organization. However, the seller is solely responsible for the obligations coming from its intermediary activity, in conformity with the responsibility limits fixed by the above-mentioned laws or conventions. WAYS srl Tour Operator, is also responsible for the privacy of the consumer data, exclusively when these arrive on the database and not during their transmission.

Compensation limits

Under no circumstances, the organizer compensation will be higher than the compensation indemnities described by international conventions, with reference to the performances whose non-fulfillment caused the responsibility, that is the Warsaw Convention of 1929 about international air transportation, the text modified at The Hague in 1955; the Berna Convention (CIV) about railway transportation; the Bruxelles Convention of 1970 (CCV) about the organizer responsibility. In any case, the compensation limit cannot exceed the sum of 2,000 Germinal gold francs for property damage, fixed in article 13 no. 2 CCV, and 5,000 Germinal gold francs for any other damage", as well as for those fixed in art.1783 of Civil Code. In case of the change of these conventions, or formulation of international new ones concerning the services objects of the tourist package, the indemnity limits will be applied according to the law in force at the moment of the unfortunate event.

Obligation of assistance

The organizer is obliged to perform assistance to the customer, on the basis of a professional diligence principle, solely with reference to its obligations, or by contract or law regulation. The organizer and the seller are exempted from their responsibilities, when the unsuccessful or wrong execution of the contract depends on the customer or depend on an inevitable or unforeseeable third-party event, or on a fortuitous or act by God event.

Complaints and charges

Every unsuccessful execution of the contract must be notified by the customer on the very moment of its happening. In his way, the organizer or its local representative can immediately find a remedy for it. The customer can make a complaint by sending a registered letter, with receipt note, to the organizer, within 10 working days from the date of the return to the place of the departure. If complaints happen in the execution place of the tourist services, the organizer has to assist the customer in order to find a prompt and equal solution. In the same way, even in case of complaint reported at the end of the service, the organizer will have to provide and guarantee in any case a prompt answer to the customer request.

Guarantee Fund

In case of insolvency or bankruptcy of the organizer, the customer can turn to the "National Guarantee Fund For the Consumer of the Tourist Package", in accordance with the Ministerial Regulation n.349 of the 23 July 1999 for the achievement of the following needs:

- a) refund of the price paid for services entirely or partially not enjoyed;
- b) repatriation, in case of journeys to foreign countries;
- c) an immediate economic availability in case of forced return of tourists from non-EC members, on occasion of emergencies due or not due to the organizer's behaviour. A part from urgent circumstances, when is possible to address directly to the competent diplomatic representations, to obtain the Fund intervention a written demand must be presented describing the situation, expenses, and including the original travel contract and all the payments made, to the following address: Ministero delle Attività Produttive, Direzione Generale per il Turismo, Ufficio C1 - Tutela del Turista, Via della Ferratella, 51 00184 Roma. e-mail: fondodigaranzia@tin.it - fax n. 06 773 - 626 The procedure to make use of the Fund are fixed by means of the President of the Council of Ministers Decree, in conformity with art. 21 no. 5, Legislative Decree 111/95).



Place of jurisdiction / arbitration

All disputes between the two parties in connection with this Contract shall take place in the Court of Verona. With one accord it could be foreseen that the controversies from the application, interpretation, contract execution, will be up to an Arbitration Tribunal, composed by the same amount of designed arbiters as the number of parties in cause plus one as President nominated by the designed arbiters, that is, in absence of the Tribunal President, where the organizer is legally located. The Arbitration Board located in the organizer legal office will ritually decide according to the law, prior an eventual tentative of reconciliation.

Insurance

The excursions scheduled in the program are covered by third-party insurance for the risks, the indemnity limits and the guarantees laid down in D.L. 111/95 with license number 0109251 by Veneto Region of 2020 March 6th, and Liability insurance by Allianz Spa number 500329783. The organization cannot accept responsibility for damage caused by third parties or for reasons beyond their control, and cannot be held responsible for the loss of valuables, luggages or objects during excursions. Any complaint by the client must be communicated in writing to the organization staff within and no later than 10 business days after the date of the tour. Any disputes will be settled by The Court of Verona.





Ways Srl

tour operator licensed by Veneto Region n° 132604/20
Public liability insurance by Allianz Spa n° 500329783
Vicolo Carmelitani Scalzi 14/B, 37122 Verona, Italy
info@waystours.com - +39 (327) 4674179 - +39 (045) 2218575