

MILAN

TOURS & ACTIVITIES



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



MILAN HIGHLIGHTS WALKING TOUR

This 2,5-hour walking tour is the perfect experience to get to know Milan with a local and expert guide. Meet with your guide, start this exploration and discover the history and the culture of Milan. You will stop at the famous Navigli, to see the iconic canals and the Darsena. Continue through the city centre until San Lorenzo columns, one of the last archaeological Roman sites of the city. Continue your visit strolling around the beautiful streets of Milan to reach the heart of the business area: Piazza Affari, famous for the ironic statue in the middle of the square. Then, follow your local guide until Piazza Mercanti, an authentic hidden gem just a few steps from the Duomo. This experience has not come to an end yet! the Scala Opera House, Temple of Opera, and the Galleria Vittorio Emanuele II, an opulent shopping mall topped with vaulted glass and iron arcades, are waiting for you. Your guide will explain to you everything about this beautiful and famous area of the city. End your tour on a high note admiring the beautiful gothic Duomo Cathedral from the outside, a true architectural wonder and the fifth-largest cathedral in Europe.

Duration: 2.5 hours

Inclusions:

- Licensed guide
- Earphones If necessary



DUOMO CATHEDRAL GUIDED TOUR

Meet with your private guide and start this amazing experience. Skip the long queue and visit the beautiful Cathedral. With the help of your guide, you will learn about the perfect balance of naves, columns, and stained-glass windows; the interior decoration took more than 10 centuries to complete. After visiting the interiors of the Duomo, climb up to the rooftop terraces and enjoy the breath-taking view of the Dome square and of the whole city from above. Do not forget to turn around and look at the symbol of the city, La Madonnina, a 13-feet-tall Virgin Mary statue protecting and overlooking Milan. Join this unforgettable visit at the Duomo and take in the magnificence of this amazing city!

Duration: 1.5 hour

Inclusions:

- Licensed guide
- Earphones If necessary
- Entrance ticket to the Duomo and rooftop terraces



BEST OF MILAN, WALKING TOUR WITH DUOMO VISIT

Meet your local guide in the city centre and discover the best of Milan in just a few hours. During this tour you'll have the chance to know the authentic and international soul of the city with a local expert guide. You will stop at the famous Navigli, to see the iconic canals and the Darsena. Continue through the city centre until San Lorenzo columns, one of the last archaeological Roman sites of the city. Stroll around the beautiful and elegant streets of Milan to reach the heart of the business area: Piazza Affari, famous for the ironic statue in the middle of the square. Then, follow your local guide until Piazza Mercanti, an authentic hidden gem just a few steps from the Duomo. This experience has not come to an end yet! The Scala Opera House, Temple of Opera, and the Galleria Vittorio Emanuele II, an opulent shopping mall topped with vaulted glass and iron arcades, are waiting for you. Your guide will explain to you everything about this beautiful and famous area of the city. After passing through Galleria Vittorio Emanuele you'll arrive at the magnificent Duomo. Skip the long queue and visit the beautiful Cathedral. With your guide you will learn about the perfect balance of naves, columns, and stained-glass windows; the interior decoration that took more than 10 centuries to complete. After visiting the interiors of the Duomo, climb up to the rooftop terraces and enjoy the breath-taking view of the Dome square and of the whole city from above.

Duration: 4 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- Entrance ticket to the Duomo and rooftop terraces



MILAN WALKING TOUR BY NIGHT

Milan is the Italian city that never sleeps and it is right at night time when it gives its best. Under the moonlight, this city has a different soul and shines under the golden lights illuminating its wonderful squares and ancient monuments. Enjoy a privileged view of the city following your local guide and admire the main monuments from a completely different point of view: less cars, less people, the fresh breeze and the lights on the Duomo that turn it into the real star of the show. You will see families walking while eating a fresh gelato, friends singing in the streets and couples kissing by the romantic Castello Sforzesco. You will experience the authentic atmosphere of the city while your local guide will tell you stories and secrets about this charming town. This is the perfect experience if you wish to discover more about Milan enjoying a pleasant after-dinner walk. Your local guide will also give you some precious advice on what to see and where to eat and drink during your Milanese holiday.

Duration: 1.5 hours

Inclusions:

- Licensed guide
- Earphones If necessary



MILAN HIGHLIGHTS E-BIKE GRAND TOUR

Milan is a unique city brimming with life and opportunities that boasts incredible tourist attractions. In order to discover this stunning city, there is nothing better than a bike tour that will give you the opportunity to see the best places in Milan in just a few hours. The beauties of the old town show both the glorious past of the city and its breath-taking modernity, that characterized the development of Milan during the 21st century especially. It is here where tradition and modernization merge together to create the city structure that amazes tourists from all over the world. Going from the Milan Stock Exchange, to the Dome, the Sforzesco Palace, through the luxuriant Sempione Park, the Vittorio Emanuele Gallery and the increasingly modern neighbourhoods, this tour will show you the city from a completely new perspective. Discover the most elegant squares, the picturesque Navigli neighbourhood where the local aperitif rules, and the new city districts including Gae Aulenti, the Vertical Wood building and the world-famous CityLife, house to many VIPs and international stars. Follow your expert local guide and discover the curiosities and the beauties Milan has to offer. You will not be disappointed by its stunning views and elegant streets!

Duration: 3.5 hours

Note:

Inclusions:

Children under 12 years old can not join this activity

- Licensed guide
- Earphones If necessary
- e-Bikes and helmets



MILAN URBAN FOREST E-BIKE TOUR

Be amazed by an unexpected and relaxing tour just outside Milan. Choose your E-Bike and follow your expert local guide during an incredible tour in the luxuriant woods a few-minutes-ride from the city centre. Leave the chaotic old town and immerse yourself in the silence and peace that only Nature can guarantee. Relax enjoying the sounds of cicadas and the gurgling of water, the heady scent of Nature and the green paradise all over you. Discover the incredible woods that spring in the shade of skyscrapers during a relaxing 3-hour bike tour. Experience a new and unique way of visiting Milan. Boscoincittà ("Woods in the City") is where the man's ingenuity and the beauty of Nature perform at their best. Be amazed by this surprising rural area boasting unique habitats, natural springs, green paths, dragonflies, paddy fields and farmsteads and discover the surprising rural past of the city. Let yourself be guided away from the traffic of the city and through the unforeseen paradise that will make your stay in Milan really unforgettable.

Duration: 3 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- e-Bikes and helmets

Note:

Children under 12 years old 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



MILAN COUNTRYSIDE & WINE TASTING TOUR

Located just outside Milan, there is an area where every year family-run wineries produce some fine wine, famous all over the region. Join this 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. Discover new flavours and, in the meantime, listen to your guide describe the characteristics of the land and its grapes. In the winery you will have a light lunch with some typical local products and, before leaving for Milan, you will have the chance to discover one of the charming villages in the area. 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
- 1 Wine Tastings and food pairing
- 1 Winery visits

Note:

Under 18 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



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



BELLAGIO AND LAKE COMO DAY TOUR FROM MILAN

Lake Como is a magic place that has inspired and still inspires many artists and celebrities. Discover this area on a private tour, traveling on a comfortable private van with an expert tour guide. Visit the most famous and beautiful villages, such as Bellagio, or the garden of one of the Villas surrounding Lake Como. Take a walk around the old town of one of these amazing towns and enjoy some free time for shopping and lunch. If you wish, we can arrange a boat tour on the lake as well: this is the perfect spot to enjoy the stunning view on the coast, relax in the sun and dive into the water!

Duration: 9 hours

Inclusions:

- Private transport
- Tour guide
- Lake Como boat tour
- Lunch

Note:

Underage of 18 must be accompanied by an adult



VERONA AND LAKE GARDA DAY TOUR FROM MILAN

If you are staying a couple more days in Milan but you have already visited all the things this wonderful city has to offer, we suggest you join this full-day trip to the stunning Verona and Lake Garda. The first destination is Lake Garda, the biggest lake in Italy and one of the most charming, where the elegant and blooming hamlet of Sirmione will be waiting for you. Its ancient castle and its clear thermal waters make it one of the most beautiful locations on Lake Garda. Have a walk through its car-less streets, enjoy a refreshing gelato or just go shopping in local shops. Continue your visit on a private boat tour around the peninsula of Sirmione and look at the stunning Roman villa Grotte di Catullo and other fascinating villas located on the coast. Right after this memorable experience you will reach a little and very typical borgo to enjoy a relaxing and local lunch near the river. After lunch, you will be headed to the beautiful Verona. Meet there with a local guide and start exploring this elegant and ancient city. Visit the most fascinating monuments, such as the Arena amphitheatre, Piazza Erbe and Juliet's balcony and fall in love with the wonderful Italian City of Love. After the guided tour, you will have some free time before going back to Milan.

Duration: 10 hours

Note:

Inclusions:

Underage of 18 must be accompanied by an adult

- Van transport
- Tour guide
- Sirmione guided tour
- Boat tour
- Verona walking tour

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 resolatory 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 resolatory clause, which would determine the possibility for Ways to resciss 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 resolatory 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 resolatory 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.





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