

TURIN

TOURS & ACTIVITIES



Ways Srl

tour operator licensed by Veneto Region n° 132604/20
Public liability insurance by Allianz Spa n° 500329783
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Ways

Italy with the Ways



TURIN HIGHLIGHTS WALKING TOUR

This 2-hour Walking Tour is the perfect way to discover Turin with the help of a local and expert guide. Meet with the guide and with your small group in the old town and delve into the history and culture of the wonderful Turin. Your first stop will be Piazza San Carlo: discover the history and the so-called “drawing room” of the city and look at the equestrian monument of Emanuele Filiberto of Savoia. Continue your visit reaching Piazza Carignano and admire some of the most beautiful historical buildings, declared UNESCO World heritage since 1997. You will later arrive in Piazza Castello, the real heart of Turin, to learn more about the main monuments of the city, such as the Royal Palace, Palazzo Madama and San Lorenzo Church. End your tour on a high note at the Mole Antonelliana, the true symbol of the city. After this tour you will definitely say that you know Turin a bit better than you did before...we are sure you will fall in love with this amazing city!

Duration: 2 hours

Inclusions:

- Licensed guide
- Earphones If necessary



ROYAL PALACE GUIDED TOUR

The Royal Palace was the residence of the Savoia's royal family, who ruled Italy during the entire period of monarchy, until 1946, when it became a Republic. Meet with your guide at the entrance of the palace and then start exploring the halls and rooms where the Italian royal family used to live: the amazing throne room, the royal office where the king signed his coronation documents, and many other fascinating and luxurious chambers, such as the ballroom. You will end your visit in the baroque Chapel of the Holy Shroud, which was built exactly to preserve the Holy Shroud. Even though you will not find it there anymore, because a big fire threatened to destroy it, this is definitely a place worth visiting.

Duration: 2.5 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- Entrance ticket to the Royal Palace



EGYPTIAN MUSEUM GUIDED TOUR

Located right in the heart of the city in a beautiful and fascinating building, the Egyptian Museum of Turin is the second most important museum in the world for the study of Ancient Egypt and should therefore be a must-see during your stay in this amazing city. Join this private tour for your group only and follow your expert guide through the halls of the museum. Deepen your knowledge of the Egyptian culture by looking at real mummies, sarcophagus and a lot of different findings (in the museum are preserved more than 40.000). You will also enter the scenographic and breathtaking gallery of Ramses II that has been set up in the museum exactly like it was found in Egypt by archeologists. Join this incredible journey in time and space and delve into the fascinating history of the Kingdom of Egypt.

Duration: 2 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- Entrance ticket to the Museum



VENARIA ROYAL PALACE GUIDED TOUR FROM TURIN

Declared UNESCO World heritage and located not far from Turin, the Venaria Royal Palace was one of the residences of the Savoia's royal family. If you are in town, you can not miss it. Obviously, you can visit the Palace by yourself, but it is with a local guide that knows the place and its history that you will be able to really appreciate this fantastic building. The visit you are taking part in is definitely unconventional: not only will you learn about the Venaria Palace, but you will also feel like you really know the Savoia's family, their customs and traditions. Have a walk in the mysterious and luxuriant gardens of the Palace, and if you wish, visit the small village located in front of this majestic building.

Duration: 3 hours

Inclusions:

- Private transport
- Licensed guide
- Earphones If necessary
- Entrance ticket to the Venaria Royal Palace and Gardens



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ROYAL PALACE AND EGYPTIAN MUSEUM GUIDED TOUR

Join this private guided tour of the Royal Palace and the Egyptian Museum and skip the long line of people waiting outside to enter! Meet with your guide at the Royal Palace and start the tour discovering the residence of the Savoia's family, who ruled Italy during the entire period of monarchy, until 1946, when it became a Republic. Visit the halls and rooms where the Royal Family used to live and learn more about their lives with the help of your expert guide. The first part of the tour will end in the Chapel of the Holy Shroud, where the Shroud used to be preserved. The second part of the tour will take place in the Egyptian Museum, one of the most important in Europe. Skip the line of people waiting outside to enter and delve into the fascinating world of the Egyptian culture: mummies, sarcophagus, sphinxes, pots, jewelry and so much more. Learn about the history of the museum as well: why it is located in Turin and how it became one of the most important museums in the world for the study of Ancient Egypt.

Duration: 4.5 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- Entrance ticket to the Royal Palace and Museum



BEST OF TURIN, WALKING TOUR, ROYAL PALACE & EGYPTIAN MUSEUM

Join this wonderful 6-hour experience and discover the best places in Turin, including the Royal Palace and the Egyptian Museum. Discover the highlights and the main monuments, such as the Royal Palace, Palazzo Madama and San Lorenzo Church, while listening to your guide as they explain how the city was built and how it developed across the centuries. The first part of the tour will end at the Mole Antonelliana, which has quickly become the symbol of the city for its unforgettable and unique structure. Then, after some freetime, you will meet again with your guide at the entrance of the Royal Palace, which was once the residence of the Savoia's family. Visit the halls and rooms where the Savoia's used to live during their reign and reach the Chapel of the Holy Shroud, where the Shroud was originally preserved. End the tour on a high note visiting the Egyptian Museum, a must-see in Turin. Learn more about the history and culture of Ancient Egypt as you walk beside mummies, sarcophagus, sphinxes and many other fascinating findings. You will also visit the gallery of Ramses II, an ancient temple that has been set up in the museum exactly like it was found in Egypt by archeologists.

Duration: 6 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- Entrance ticket to the Royal Palace and Museum



TURIN WALKING TOUR BY NIGHT

Over the centuries Turin has been the protagonist of many novels and poems emphasising its breathtaking beauty and elegance. It is a multi-faceted city, where luxury and modesty live together in perfect balance creating fascinating and interesting contrasts. In the evening, the golden lights illuminating the city create the perfect atmosphere to admire the most beautiful places in the old town from a completely new but less captivating perspective. Your local guide will lead you through this daydream as they reveal to you the interesting and adventurous history of Turin. Join this 1.5-hour night tour and explore the heart of the old town with a local. At the end of the tour you will know the city better and you will for sure start falling in love with it.

Duration: 1.5 hours

Inclusions:

- Licensed guide
- Earphones If necessary



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



STRESA AND LAKE MAGGIORE DAY TOUR FROM TURIN

Join this unforgettable full-day experience and explore one of the most fascinating lakes of Italy and its islands. Hop on the comfortable air-conditioned van and after a couple of hours, you will arrive at a stunning panoramic spot overlooking the majority of Lake Maggiore, including one of the famous Borromee islands, and you will stop to take some wonderful pictures. Later, join a brief boat ride to reach Isola dei Pescatori (Fishermen's Island) and have a lunch based on local products in a typical restaurant boasting a stunning view on the lake. After lunch and before going back to Turin, you will stop in Stresa, a noble village on the lake, to enjoy some free time.

Duration: 8 hours

Inclusions:

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

Note:

Underage of 18 must be accompanied by an adult



CHAMONIX MONT BLANC DAY TOUR FROM TURIN

You may not know it yet, but from Turin it is very easy to reach Mont Blanc, the highest mountain in Europe. Meet with your guide in the morning and, after a couple of hours driving, stop for some fresh air and for a coffee break in a small mountain village. Then drive through - literally - Mont Blanc, taking the tunnel and SURPRISE: you are in France now! Stop at the Chamonix-Mont-Blanc village and enjoy some free time to have lunch. Later, reach a glacier on tramway and cableway (stopping along the way to take some unique holiday pictures) and visit the amazing ice-caves. After this one-of-a-kind experience, hop again on our comfortable van and arrive in Turin in about 2 hours.

Duration: 9 hours

Inclusions:

- Private transport
- Tour guide
- Mont Blanc glacier visit
- Lunch

Note:

Underage of 18 must be accompanied by an adult

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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