

VENICE

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 locals



VENICE HIGHLIGHTS WALKING TOUR

Join this small-group tour around the city centre and discover Venice following your guide, an expert in the history and culture of La Serenissima: they will tell you all about the typical features of Venice, such as the navigation, the delicious food and the many canals. Cross the Rialto Bridge but do not forget to stop in the middle to take a stunning picture of the Grand Canal. Have a walk through the small calli (streets) and campi (squares) and end your tour on a high note in the well-known Piazza San Marco: your guide will tell you all about this wonderful, its majestic Basilica and the San Marco bell tower.

Duration: 2 hours

Inclusions:

- Licensed guide
- Earphones If necessary



VENICE WALKING TOUR WITH GONDOLA RIDE

Discover the best of Venice during this two-hour experience. Enjoy a Gondola ride, discover the Grand Canal, the famous Rialto Bridge, Piazza San Marco and much more. The guide, expert in the history and culture of La Serenissima, will tell you all about the typical features of Venice, such as the navigation, the foods, the mazy canals. Cross the Rialto Bridge but do not forget to take a picture of the Grand Canal. Have a walk through the small "calli" (streets) and "campi" (squares) and end your tour on a high note in the well-known Piazza San Marco, where the guide will tell you all about this wonderful square, its majestic Basilica and the San Marco bell tower.

Duration: 2.5 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- 30 mins Gondola ride



DOGE'S PALACE GUIDED TOUR

Discover the beauty of Doge's Palace, one of the most famous museums of the city, right next to St. Mark's Basilica. Many stories and many people passed by this ancient palace and our local guide will tell you everything about them. They will show you the most interesting paintings in the museum, including some Tintoretto's and Tiziano's masterpieces. In this incredible palace you will lose track of time and you will fly with your imagination to the past when this beautiful hall was full of people discussing the destiny of Venice. Then, cross the Bridge of Sighs, like the prisoners used to do in the past. Just follow your guide and you will not miss a detail of this amazing and unique palace!

Duration: 2 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- Entrance ticket to the Doge's Palace



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SAINT MARK'S BASILICA GUIDED TOUR

St. Mark's basilica is one of the many symbols of Venice and of Italy as well. It is impossible to leave Venice without visiting it. With your local expert guide, discover the history and the anecdotes related to this great and iconic cathedral. This golden jewel will leave you so speechless that you will never forget the feeling of being inside of one of the most beautiful and important places of Venice. Continue your visit reaching the panoramic terrace to admire the amazing view on Saint Mark's square. Your guide will tell you about the story of the horse statues located on that same terrace and they will make you discover the city from a completely different point of view.

Duration: 1 hour

Inclusions:

- Licensed guide
- Earphones If necessary
- Entrance ticket to St. Mark's Basilica



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DOGE'S PALACE & ST. MARK'S BASILICA GUIDED TOUR

Doge's palace and Saint Mark's basilica are two of the most important places in the city. You cannot leave Venice without visiting them. If you do not want to miss a single detail and would like to discover the ancient and interesting stories about these places, the best choice is to let an expert guide help you. You will visit the majestic Basilica first and with our local guide you will have the chance to discover a lot more about the history and the anecdotes related to this great and iconic place. This golden jewel will leave you so speechless that you will never forget the feeling of being inside one of the most beautiful and important places of Venice. Continue your visit reaching the panoramic terrace and admire the amazing view on Saint Mark's square. Next destination? Doge's palace. Many stories and many people passed by this ancient palace. Your guide will show you the most interesting paintings in the museum, including some of Tintoretto's and Tiziano's masterpieces. In this incredible place you will lose track of time and you will fly with your imagination to the past when the beautiful halls of the palace were full of people discussing the future of Venice. Finally, cross the Bridge of Sighs, like the prisoners used to do in the past.

Duration: 3.5 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- Entrance ticket to St. Mark's Basilica and Doge's Palace



BEST OF VENICE, WALKING TOUR, GONDOLA RIDE, ST MARK'S BASILICA & DOGE'S PALACE

Enjoy a Gondola ride, discover the Grand Canal, the famous Rialto Bridge and much more. Your guide will tell you all about the main features of Venice, such as the navigation, the delicious food and the many canals. Cross the Rialto Bridge but do not forget to take a picture of the Grand Canal. The next stop is the well-known Piazza San Marco, where the guide will tell you about the majestic Basilica, the clock tower and the San Marco bell tower. After some free time for lunch, you will meet again with your guide to visit Doge's Palace, the ancient and fascinating palace where many masterpieces of Italian artists are preserved. You will also have the unique opportunity to cross the Bridge of Sighs like prisoners used to do in the past. Finally, visit the charming and iconic St. Mark's Basilica, the jewel of the city and end your visit on a high note reaching its panoramic terrace to admire St. Mark's square from above.

Duration: 6.5 hours

Inclusions:

- Licensed guide
- Earphones If necessary
- 30 mins Gondola ride
- Entrance ticket to St. Mark's Basilica and Doge's Palace



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



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VENICE ANCIENT CRAFTSMEN'S WORKSHOPS TOUR

Have you already been to Venice before? Maybe this time you would like to see something different and more special that only a local can show you. Visiting one of the real craftsmen still working in the city is the experience you are looking for! During this private and exclusive tour you will have the unique chance to discover with your local guide some of the hidden gems of this amazing city. Explore workshops, meet with craftsmen and discover the tradition of their handmade works of art. Visit the ancient glassmaker that has produced (and still produces) the most famous mosaics worldwide, such as the ones in St. Mark's basilica in Venice or in Sagrada Familia in Spain. Discover the weaving that still uses wood loom to create unique and tailor-made fabric. Have a walk through the fascinating calli of Venice and learn more about the past of this one-of-a-kind city. The craftsmen's knowledge is extremely precious and getting in touch with it will spice up your Venetian holidays.

Duration: 3 hours

Inclusions:

- Licensed guide
- Visit of local workshops

Note:

Under 14 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



LAND OF VENICE: VERONA, LAKE GARDA & COUNTRYSIDE

If you are staying in Venice for a few days, you cannot miss a visit to the romantic Verona and the charming Lake Garda. Join this 1-day experience and, with a comfortable private van and a local tour leader, discover all the things this area has to offer. Visit the elegant hamlet of Sirmione, a beautiful peninsula in the middle of the lake, famous for its thermal baths and amazing villas. Then, relax enjoying a private boat tour and admire the beauty of this stunning place. Right after the boat tour you will discover the old town with your guide and enjoy some free time for a fresh gelato or for shopping. Leave Sirmione to reach one of the most beautiful villages of the area and have lunch with delicious local dishes and fine wine. Next stop? Verona, the romantic Roman city, famous for the amazing Arena amphitheatre and Romeo and Juliet. Meet with our local guide and discover the history, traditions and legends of the city. Have a pleasant stroll with a local that will show you the most beautiful places, squares and monuments of the city. If you wish, you will have some free time at the end of the tour, before going back to Venice.

Duration: 10 hours

Inclusions:

- Van transport
- Tour guide
- Sirmione guided tour
- Lake Garda boat tour
- Verona walking tour

Note:

Underage of 18 must be accompanied by an adult



CORTINA AND DOLOMITES DAY TOUR FROM VENICE

Hop on our private van and enjoy a full-day tour discovering new places! With your guide/driver, you will first stop in Lake Misurina, where the crystalline waters reflect the Dolomites perfectly, just like a mirror. Take a coffee break, have a walk around this beautiful and green location, and admire the wonderful Tre Cime di Lavaredo (The Three Towers), considered the main symbol of the Dolomites. Stop in a refugio (a mountain refuge serving food) and enjoy a traditional lunch with a breathtaking view of the Dolomites. Before heading back to Venice, you will stop one last time in the village of Cortina, famous worldwide for its amazing ski slopes and stunning beauty. At the end of this experience, you will head back to Venice to enjoy the rest of your vacation.

Duration: 10 hours

Inclusions:

- Private transport
- Tour guide
- 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 refunded 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 refunded. 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 an 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 Found 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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