

# VERONA

## TOURS & ACTIVITIES



### Ways Srl

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**Ways**  
Italy with the locals





# VERONA HIGHLIGHTS WALKING TOUR

Delve into the glorious past of Verona, from the Roman Age to the Renaissance, and discover what makes this city so unique. Walk past the famous Arena, the Roman amphitheatre that has quickly become the symbol of the city, cross the river Adige on the medieval Castelvecchio bridge and immerse yourself in Romeo and Juliet's tragic love story. Ancient legends and enchanting tales about gladiators, star-crossed lovers and powerful lords will make you fall in love with this unbelievably beautiful city.

Duration: 2 hours

Inclusions:

- Licensed guide
- Earphones If necessary





# VERONA ARENA TOUR WITH FAST TRACK

Explore the majestic Arena and learn all about the true symbol of Verona. Walk under the old marble arcades and listen to stories of gladiators and of the ancient Roman games that used to take place in this amazing amphitheatre. Immerse yourself in the glorious past that this jewel of inestimable value boasts, admire the preserved "ala" (the last remaining piece of the outer third ring) and discover facts and anecdotes with the help of your licensed guide. There is no better way of visiting one of the largest Opera Houses in the world.

Duration: 30 minutes

Inclusions:

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





## BEST OF VERONA: HIGHLIGHTS WALKING TOUR WITH ARENA

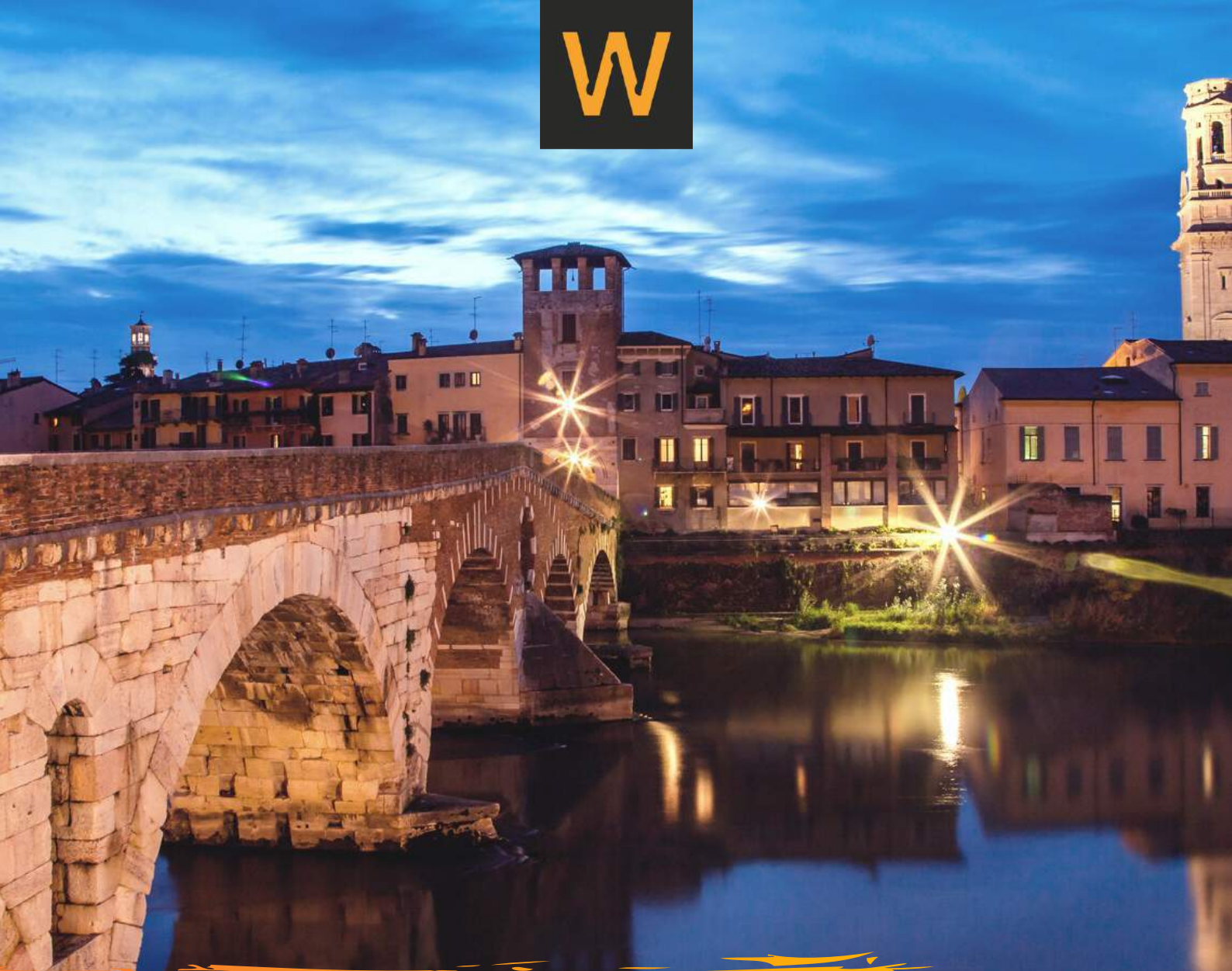
Follow your guide through the old town and discover the Best of Verona, including the Arena, the famous Roman amphitheatre, in just a few hours. Delving into the charming streets of Verona is like taking a journey into the past: the famous Arena, the magic Medieval castle and the enchanting Juliet's balcony will make you explore the city from completely different points of view. You will have the chance to explore the majestic Arena, one of the largest Opera Houses in the world and walk under its old marble arcades. Immerse yourself in the glorious past that this jewel of inestimable value boasts, admire the preserved "ala" (the last remaining piece of the outer third ring) and discover facts and anecdotes with the help of your licensed guide.

**Duration:** 3 hours

**Inclusions:**

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





# VERONA WALKING TOUR BY NIGHT

Would you like to discover the charming Verona from a different point of view and live an exciting experience in the old town? Come and visit the city under the moonlight. The atmosphere is so quiet that you can even hear the sound of the river Adige flowing around the city. Have a leisure stroll around the old town, feel the breeze in your hair and see the golden lights illuminating the ancient monuments. With the help of your local guide you will discover the heart of Verona as well as its glorious history and you will find out yourself the reason why the city was declared World Heritage by UNESCO. This unique city under the moonlight will make your heart flutter and no doubt you will understand why Verona is also known as the Italian City of Love.

Duration: 1.5 hours

Inclusions:

- Licensed guide
- Earphones If necessary





# VERONA CITY BIKE TOUR

Join our Verona Bike Tour and follow your local guide around the main squares and ancient monuments of Verona on an easy three-hour ride that will give you a great overview of the city in a short time. Jump on one of our bikes, fasten your helmet and listen to the passionate story your guide will tell you. You will discover the old town and its most remarkable tourist spots while riding through cobbled lanes and along the majestic city walls. Our Verona bike tour is passion and culture: Roman ruins, stories and tales about the past and the present of this wonderful city. The Arena amphitheatre, Castel San Pietro, Capulets' house and the famous balcony where you will have the chance to delve into Romeo and Juliet's tragic love story: these are just some of the unforgettable experiences we will live together during our bike tour.

**Duration:** 3 hours

**Inclusions:**

- Licensed guide
- Earphones If necessary
- Bikes and helmets

**Note:**

Minimum age to ride a regular adult bike is 12 years old. For younger participants we can provide child seats (children 1 to 3), or children bikes





## VERONA BIKE TOUR IN LOCAL OSTERIE

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

**Duration:** 3 hours

**Inclusions:**

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

**Note:**

Children under 12 years old can not join this activity



# AMARONE WINE E-BIKE TOUR

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

**Duration:** 4 hours

**Inclusions:**

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

**Note:**

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





# LAKE GARDA E-BIKE TOUR FROM VERONA

Conveniently located only 30 km (18 miles) from the old town of Verona, Lake Garda is the perfect final destination for an E-Bike ride! Starting in the city center, you will quickly reach the bike path that was built to protect Verona from the overflowing of the river Adige. At the beginning, the route will be mainly flat but then you will begin to ride uphill to reach a beautiful village that is the perfect location to have a short break. When you hop again aboard your E-bike, you will soon find yourself surrounded by greenery and breath-taking landscapes. Your ride will continue up the Morainic Hills located in the Southern area of Lake Garda, but do not worry: your E-Bike will take you uphill smoothly and the stunning view of Lake Garda will definitely be worth the climb! Feel the sun on your face and the wind in your hair, follow your guide along quiet inland roads, but do not forget to take a moment to really enjoy the wonderful view of Lake Garda from above. Later, you will ride downhill to reach the lakeside and have lunch in Barbolino. After lunch, you will get to Lazise following the bike path by the water to have some free time and visit around.

**Duration:** 8 hours

**Inclusions:**

- Tour guide
- e-Bikes and helmets
- Light lunch

**Note:**

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





# VERONA FOOD & WINE WALKING TOUR

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

**Duration:** 3.5 hours

**Inclusions:**

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

**Note:**

Children under 6 years old can not join this activity





# AMARONE WINE TASTING SENSORY EXPERIENCE

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

**Duration:** 1.5 hours

**Inclusions:**

- Sommelier
- Wine tasting session

**Note:**

Under 18 years old can not join this activity





# ITALIAN RISOTTO AND PASTA MAKING CLASS

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

**Duration:** 3.5 hours

**Inclusions:**

- Expert local chef
- Apron
- Meal
- Recipe book

**Note:**

Under 12 years old can not join this activity

# GELATO MAKING CLASS

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

**Duration:** 2 hours

**Inclusions:**

- Expert local chef
- Apron
- Meal
- Recipe book

**Note:**

Underage of 18 must be accompanied by an adult





## SIRMIONE AND LAKE GARDA TOUR FROM VERONA

Climb aboard one of our comfortable air-conditioned vans and head to the charming Lake Garda. Reach Sirmione, a breathtaking medieval hamlet, and take part in a wonderful boat tour. Your guide will take you around the picturesque cobblestone lanes and tell you all about the history and local culture of this peninsula town. Delve into the glorious past of the village walking through narrow cobbled lanes and the so-called botteghe. Before going back to Verona, your guide will either take you up to an ancient chapel on top of the hill or to an ice-cream shop to enjoy a delicious and refreshing Italian Gelato.

Duration: 4 hours

Inclusions:

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

Note:

Underage of 18 must be accompanied by an adult





# LAKE GARDA DAY TOUR FROM VERONA

Join this full-day Lake Garda tour and explore hidden beaches, enchanting villages and local shopping streets. Savour some local gelato and follow your guide around the village and up the luxuriant hills to smell the perfumed breeze that will make this experience unforgettable. Hop on board a comfortable van and admire the changing landscape of the Valpolicella area boasting luxuriant vineyards and farmlands. Your first stop will be Punta San Vigilio, a charming paradise located near Garda, entirely surrounded by greenery. Later you will be headed to the village of Bardolino for some more free time and lunch. Have a walk along the lakeside, stop at bars and restaurants, or sit on a bench by the water. After lunch, you will continue your tour reaching Lazise, where if you are lucky enough, you will find some very traditional local markets. Finally you will arrive in Peschiera del Garda where you will get on board a motorboat that will give you a lift to Sirmione, a tiny Medieval village with a unique Castle.

**Duration:** 9 hours

**Inclusions:**

- Private transport
- Tour guide
- Boat tour
- Lunch

**Note:**

Underage of 18 must be accompanied by an adult





# AMARONE WINE TOUR FROM VERONA

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

**Duration:** 4 hours

**Inclusions:**

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

**Note:**

Underage of 18 can not join this activity





# AMARONE GRAND TOUR FROM VERONA

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

**Duration:** 7 hours

**Inclusions:**

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

**Note:**

Underage of 18 can not join this activity





# SOAVE BORGO AND AMARONE WINE TOUR

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

**Duration:** 4 hours

**Inclusions:**

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

**Note:**

Underage of 18 can not join this activity





# PROSECCO WINE TOUR FROM VERONA

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

**Duration:** 4 hours

**Inclusions:**

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

**Note:**

Underage of 18 can not join this activity



A vibrant photograph of a narrow Venetian canal. The water is a clear, bright blue-green. On either side, tall, colorful buildings with red brick, yellow, and white facades line the canal. Many windows have green shutters, and some have flower boxes. Several small boats, some covered with blue or white tarps, are moored along the sides. In the distance, a small stone bridge arches over the canal. A large, stylized orange 'W' logo is positioned at the top center of the image.  
W

# VENICE DAY TOUR FROM VERONA

Venice is a real jewel boasting wonders at every corner. If you are staying in Verona you can see the best of the city on the water in just one day. The best way of visiting Venice and experiencing its infinite beauty is following a local expert through its picturesque streets. Meet the guide in the heart of Verona and start this beautiful day trip. Take a seat in the comfortable van and enjoy a relaxing day. After a little more than one hour driving you'll reach Venice. A bridge will lead you to the historic center of the lagoon and you'll be ready to explore this unique city. The guide will show you the best of the city, walking in the tiny streets called "calli" and the iconic canals and bridges. During this one day experience you'll discover the secrets of local life and the most important and iconic monuments such as San Marco, Ponte di Rialto and Ponte dei Sospiri (bridge of Sighs). As a fundamental part of the local traditions, you can't miss the opportunity to taste some local products during a lunch in the heart of Venice. There you'll try the authentic Prosecco, produced in the territory near Venice and some traditional dishes. After lunch you'll continue the visit and you'll have some free time for shopping before going back to Verona.

**Duration:** 10 hours

**Inclusions:**

- Transport
- Tour guide
- Lunch

**Note:**

Underage of 18 must be accompanied by an adult





# DOLOMITES DAY TOUR FROM VERONA

Discover the UNESCO World Heritage site of Dolomites on a full-day tour. Starting from Verona, after a couple of hours you will begin to enter Val di Fassa, a broad valley surrounded by mountain walls. Be amazed by its beautiful scenery and breathtaking landscapes and let your guide lead you to Passo Pordoi, a 7345-feet-high pass. Next is an exciting cable car ride to reach the top of the mountain (10,341 feet): a stunning and one-of-a-kind destination for a spectacular panoramic view. Have a walk around for a while and then stop at some rifugio (traditional mountain refuge) for lunch. Look around and admire the white stone of Marmolada and other mountains. It is an experience you will never forget!

**Duration:** 10 hours

**Inclusions:**

- Transport
- Tour guide
- Funicular ticket
- Lunch

**Note:**

Underage of 18 must be accompanied by an adult





# VERONA PANORAMIC VINTAGE VESPA TOUR

Hop on a vintage Vespa and enjoy the ride as you discover Verona through its picturesque streets and surrounding vine-draped hills. Live an authentic Italian experience: feel the wind in your hair, drive along ancient monuments and panoramic roads and discover incredible places that will make your heart flutter. Visiting Verona has never been so exciting and fun! Enjoy the stunning panoramic view of the old town and its surroundings and discover the panoramic hills where locals go to have a relaxing time away from the tumult of the city center.

**Duration:** 2 hours

**Inclusions:**

- Expert guide
- vintage Vespa
- Helmet
- Fuel

**Note:**

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





# VINTAGE VESPA TOUR INTO THE VINEYARDS

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

**Duration:** 4 hours

**Inclusions:**

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

**Note:**

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



# 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 rescind of any signed sales agreement, with all of the following tours already booked.

##### Customized tours

###### *Payment conditions for consumers:*

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

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

The non-payment of the sums is an explicit 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](mailto:fondodigaranzia@tin.it) - fax n. 06 773 - 626 The procedure to make use of the Fund are fixed by means of the President of the Council of Ministers Decree, in conformity with art. 21 no. 5, Legislative Decree 111/95).





#### Place of jurisdiction / arbitration

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

#### Insurance

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







**Ways Srl**

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