

LAKE GARDA

TOURS & ACTIVITIES

Ways Srl

tour operator licensed by Veneto Region n° 132604/20
Public liability insurance by Unipol Assicurazioni Spa n° 177807733
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Ways

Italy with the locals



VERONA HIGHLIGHTS TOUR FROM LAKE GARDA

If you are spending your holidays in Lake Garda and you wish to discover the stunning Verona in just one day, the best solution is to choose a small group tour! Meet your driver in Bardolino and, with a small group of max 8 people, start this experience. Once arrived in Verona, meet your local guide for a 2 hours walking tour in the city center. Enjoy a pleasant tour through the enchanting streets of Verona. Start from the city center and discover the lanes, streets and squares of the city, stopping several times along the way to admire, from the outside, the most important monuments: Castelvecchio and its Scaligero Bridge, then Piazza Bra and the Arena amphitheater. Then you can enjoy some free time in the city center to have lunch or go shopping. After a lovely day in the charming Verona, meet again your driver at 4:30 PM (in front of the entrance of Castelvecchio castle, by the statue) and to go back to Bardolino. An easy and comfortable way to visit the stunning Verona in just one day.

Duration: 8.5 hours

Inclusions:

- roundtrip van transport
- guided walking tour in Verona
- free time in Verona



RISOTTO AND FRESH PASTA COOKING CLASS FROM LAKE GARDA

Verona is not only a beautiful city for its monuments and squares but it's also a real paradise for food lovers. If you are spending your holidays in Lake Garda and you wish to dedicate one day learning the secrets of Italian and Veronese cuisine, there's nothing better than a cooking class in Verona city center. Meet your driver in Bardolino and with a small group of participants start the trip to Verona for joining a delicious cooking experience. Once arrived in Verona, meet the local chef and start a hands-on class to learn how to make fresh homemade Pasta, the great Italian Risotto and, of course, the most famous Italian dessert: Tiramisù. Follow the instructions of our professional chef and share your homemade lunch with the other participants, drinking a good glass of Valpolicella. We will provide you with everything you need, just bring appetite and enthusiasm for the delicious Italian food. After lunch you'll have the possibility to spend some free time in Verona center to sightsee or go shopping. After a lovely day in the charming Verona, meet again your driver at 4:30 PM (in front of the entrance of Castelvechio castle, by the statue) and to go back to Bardolino.

Duration: 8.5 hours

Inclusions:

- roundtrip van transport
- cooking class in Verona with lunch
- free time in Verona

A photograph of a wine cellar with a vaulted wooden ceiling and rows of large wooden barrels on both sides, receding into the distance. The barrels have various labels and metal fittings. The floor is a light-colored stone or concrete.

VALPOLICELLA AND AMARONE WINE TOUR

Join a relaxing wine tour in the Valpolicella area exploring hilly landscapes that boast luxuriant vineyards and olive trees. Meet your local wine expert in Bardolino, 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: the producers will show you the secrets of the Amarone wine production and you will have the chance to see the cellar, the barrels and the vineyards and savour some fine wines, including of course Amarone and Ripasso, paired with some local products. Luxuriant gardens, fascinating wineries and enchanting stories will spice up this tour and make it truly unforgettable.

Duration: 5 hours

Inclusions:

- private van transport
- wine expert guide
- 2 wine tastings (with food pairing)
- 2 winery visits



VALPOLICELLA AND LESSINIA FOOD AND WINE TOUR

This incredible eno-gastronomic journey will start from Bardolino, where you'll meet the local expert guide. After a few minutes driving you'll reach the bottom of one of the most beautiful mountains of the Veronese territory; Monte Baldo. Here, in the shadow of this massive mountain many vineyards grow and create a unique wine. This is the first stop of our trip, visit a local winery, meet the producer and discover, through a complete tasting session, the incredible flavors of this blessed land. This is only the beginning, next stop is the magnificent Lessinia natural park, where you'll enjoy a relaxing view while savoring the handmade cheese. This is the perfect place for a tasting lunch including the most famous dish of the Lessinia: "gnocchi di malga". A real celebration of the local cheese and butter. After lunch you'll reach the world-famous region where the Amarone wine is produced. Here you'll visit a local winery and meet the winemaker. Listen to the stories and legends connected to this unique wine and discover the secrets of its flavors during a complete wine tasting session.

Duration: 7 hours

Inclusions:

- private transport
- tour guide
- tasting lunch (including handmade Gnocchi di Malga)
- 2 winery visits and wine tasting sessions (with food pairing)



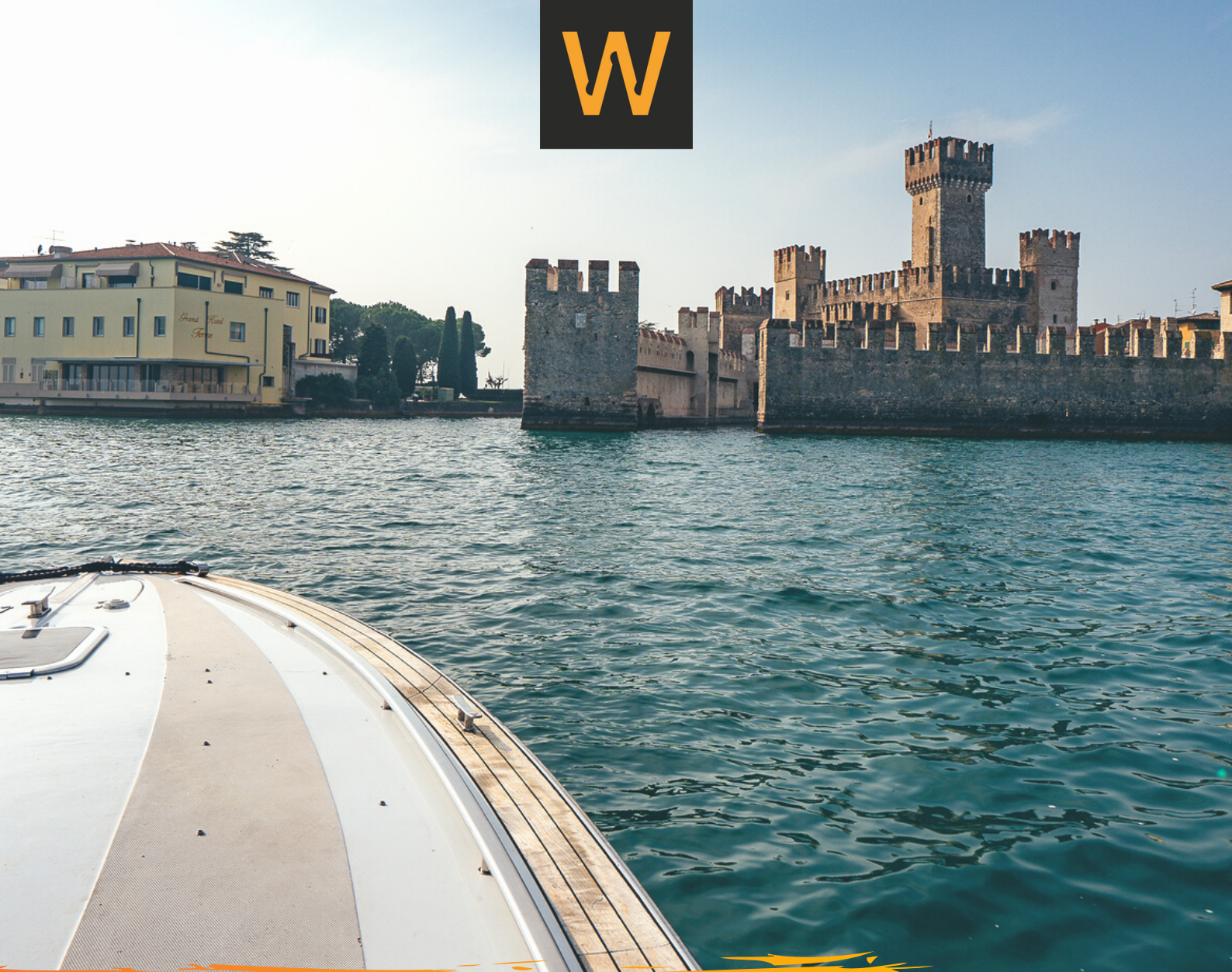
CUSTOZA AND BORGHETTO FOOD AND WINE TOUR

Join this relaxing food and wine tour, meet the local expert guide in Bardolino and start exploring the hilly white wine region of Custoza. This area boasts luxuriant vineyards and olive trees. Stop at the first selected winery and meet the winemaker. Hear about the traditions and taste the delicious white wine, only produced in this wine region. After this first stop, you'll be ready for a very local experience. Not far from Lake Garda there is a magic place where dozens of ladies produce every day handmade fresh pasta, the "Tortellini di Valeggio". This is a local and artisanal production, famous all around the North of Italy for its quality. Here a tasting lunch, including the famous tortellini, is waiting for you! After a refreshing walk in Borghetto you'll be ready to enter the Lugana wine region. Another beautiful surprise. This pristine place is the heart of an incredible white wine production that takes its unique characteristics from the special soil.

Duration: 7 hours

Inclusions:

- private transport
- tour guide
- tasting lunch (including handmade Tortellini)
- 2 winery visits and wine tasting sessions (with food pairing)



EXCLUSIVE WINE EXPERIENCE AND SIRMIONE VISIT

Sirmione is a breathtaking medieval hamlet known for the picturesque cobblestone lanes, the beautiful flowers and for the enchanting castle. Discover during a private full day experience stories and legends of this old village with a local expert. Stroll in the center, shop in the main squares and delve into the history of this magic place. You'll really feel like living in a movie. Enjoy a private boat tour around the peninsula to admire the fascinating villas and a part of the famous Grotte di Catullo, a well-preserved Roman villa. After this relaxing tour in Sirmione you'll reach the hilly wine region of Lugana. Here you'll meet a selected winemaker for a winery visit and wine tasting session paired with lunch with local dishes. After lunch you'll relax in the countryside before going back to your hotel.

Duration: 6 hours

Inclusions:

- private transport
- tour guide
- private boat tour in Sirmione
- winery visit and wine tasting session,
- lunch



DISCOVERING ANCIENT CASTLES AND VILLAGES

Lake Garda is a fairytale place populated by beautiful castles and charming little villages. These incredible places are must-see if you are spending your holidays by the lake and you wish to dedicate a day to discover these incredible gems. Meet your licensed guide at the hotel and start a full day experience. Discover the legends and stories around these magnificent buildings, explore the cobblestone streets and relax during a guided tour. We'll start from Malcesine with its beautiful castle on the shade of Monte Baldo mountain, a magnificent setting for starting your day. After that you'll reach Punta San Vigilio, a breathtaking spot that inspired many Italian and European poets and explorers. Next stop will be Lazise, a brief stroll through the walls of the Medieval center before going to Sirmione. This village, known all over the world for its beauty, has a famous medieval castle that welcomes the guests, for the beautiful houses (the most famous one is Maria Callas') and for the Grotte di Catullo, a well preserved Roman villa at the edge of the peninsula.

Duration: 10 hours

Inclusions:

- private transport
- tour guide
- lunch by the lake
- entrance ticket to Grotte di Catullo or Sirmione castle



SUNSET CRUISE ON A PRIVATE SAILBOAT WITH APERITIF

This incredible experience on Lake Garda is a dream for romantic and for those who are passionate about photography. Sail a couple of hours before the sunset and with your private crew reach the “coast promenade” in direction of the stunning Punta San Vigilio. Discover the luxuriant coast, the elegant palaces and the relaxing waters of the lake. At the golden hour the magic begins: just take your camera, a glass of wine and enjoy every moment.

Duration: 3 hours

Inclusions:

- Private traditional sailboat
- expert boatman
- aperitif



RIVA AQUARIVA YACHT EXPERIENCE IN SIRMIONE

Lake Garda is the place where your dreams come true. Enjoy an unforgettable boat tour in Sirmione with the world famous Riva Aquariva yacht. Live the most iconic experience: half day on a luxury yacht with visit to one of the most beautiful villas of lake Garda: Villa Cavazza. Discover the luxuriant gardens, the elegant palace and the enchanting island with your private local boatman. Crystal waters and fascinating coasts will accompany you throughout the day. A lifetime experience that you will never forget.

Duration: 4 hours

Inclusions:

- Riva Aquariva yacht cruise
- expert boatman
- Villa Cavazza entrance ticket



ARENA OPERA EXCLUSIVE EXPERIENCE

The Verona Arena is one of the most beautiful venues for open-air Opera. Attending one of the most iconic events of the season is a lifetime experience. Don't miss the opportunity to see the famous Operas and to enjoy an Italian aperitif in front of the stunning Arena before the show. Relax and get ready for the show, we'll take care of every detail. A selected driver with a private Mercedes will pick you up at your hotel and lead you to the great Piazza Bra. There you'll meet our local greeter that will give you the tickets and some information about the soirée. After a short briefing you'll enjoy an aperitif with a view on the Arena. Then, reach your entrance and admire the opera. Something you'll never forget. After the show, meet your driver again and go back to the lake.

Duration: 6 hours

Inclusions:

- private Mercedes transport
- Arena opera ticket (first sector stalls)
- greeter
- pre-Opera aperitif with a reserved table in front of the Arena

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 Unipol Assicurazioni n° 177807733. 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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