

Puglia Tour Terms & Conditions

Please read the following terms and conditions carefully. Once payment is made for the booking, it is deemed that you have read, understood and agreed to the terms and conditions for the booking.

1. Payment and Booking Conditions

The price per person is based on twin share accommodation in hand selected boutique 4 and 5 star hotels, resorts and country style accommodation.

All prices quoted are in Australian Dollars and are guaranteed at the time of departure for each tour. Any quoted prices are subject to change without notice subject to availability at the time of booking and may vary due to currency fluctuations. A deposit of \$1500.00 per person is required at the time of booking to ensure a confirmed booking.

To confirm your place on a tour, you the client are required to fill out the tour booking form which is to be signed, scanned or posted to our office address together with the deposit as stated above. 50% of the price is due 6 months prior to tour commencement date.

Full payment is due 3 months prior to tour commencement date. Failure to pay the full amount by the due date will not guarantee a place on the tour. For your convenience payment can be made by

- Calling our office on 0434141322 and paying by credit card
- Booking and paying via our website www.dominiquerizzo.com through Paypal
- Posting a cheque or money order
- Direct deposit by request

2. Single Supplement

If you would like to request a single room, the single supplement is to be paid on top of the tour price. All single room requests will be allocated the same standard of our double rooms with an ensuite bathroom. If a client wishes to share a twin room, we will endeavour to match the client with another share room request, although we hold no responsibility with the suitability of the rooming partner.

If at any time during the tour for any reason a change of room is required, we will arrange single accommodation (if available). This extra cost will be paid by the requesting client.

If you are requesting to share a room and there is not another applicant to share, you will be required to pay the single supplement to confirm your place and undertake the tour.

3. Travel /Health Insurance

Pure Food, Wine and Cooking Tours strongly recommends all clients take out full comprehensive travel and medical insurance. We also recommend you purchase trip cancellation insurance in the event of an accident or illness or other unforeseen circumstances involving you, a family member or travelling companion causing clients to cancel prior to departure or to leave the tour early.

Pure Food, Wine and Cooking Tours accepts no responsibility for any arrangements or loss of arrangements made outside of tour schedules, loss of transfers outside of tour dates not made by Pure Food, Wine and Cooking Tours, pre-tour personal transport not made by Dominique Rizzo Food, Wine and Culture Tours, loss of flights/tickets, excess baggage costs, loss of luggage, injury, damage, accident, loss or delay in respect of any person or property or security and government-incurred costs during and outside of the tour.

Pure Food, Wine and Cooking Tours are not responsible for any personal medical costs. No refund will be given for any pre-booked accommodation, coach tours or other pre-booked services or other travel which is not utilised. In the event of loss of luggage we will do our best to assist you in the retrieval of that luggage.

4. Non-refundable Tickets

Pure Food, Wine and Cooking Tours recommends the purchase of refundable or flexible airline tickets as Pure Food, Wine and Cooking Tours due to booking numbers, takes no responsibility for airline travel expenses. If participants wish to purchase non-refundable tickets or pre/post tour hotel accommodation or add-ons please check with our office to see if the minimum number has been reached for the tour.

5. Cancellation of a Booking by Participant

Due to the prepayments and booking deposits for Hotels, private transport and transfers, guides and prepaid tour expenses, cancellations must be issued in writing to Pure Food, Wine and Cooking Tours and will be subject to the following cancellation charges:

- Cancellations advised up to 120 days (4 months) prior to departure will incur a cancellation fee of 30% of the total cost.
- Cancellations advised between 120 days and 80 days prior to the tour date will incur a cancellation fee of 80% of the total costs.
- Cancellations advised less than 80 days prior to the tour date will result in the loss of all monies paid and a cancellation fee of 100% of the total cost.

6. Cancellation of the tour by Pure Food, Wine and Cooking Tours

Due to unforeseen circumstances or inadequate numbers to follow through with a tour, Pure Food Wine and Cooking Tours reserves the right to cancel a tour and will refund monies paid to date, less 50% of the booking fee. Payments incurred outside of Pure Food, Wine and Cooking Tours by participants will not be refunded. If Tour cancellation occurs days before the program start date and is caused by circumstances outside of Pure Food, Wine and Cooking Tours control, refunds from program vendors/providers will be sought. If payments cannot be refunded to Dominique Rizzo Food, Wine and Culture Tours, then the refund to participants will be affected accordingly.

Pure Food, Wine and Cooking Tours and the tour escorts/guides are not liable for any direct or indirect costs, losses or expenses incurred by the participant due to the cancellation of the tour.

7. Group Numbers

Pure Food, Wine and Cooking Tours are uniquely designed and exclusively limited to a maximum 14 participants

8. Accommodation and Room Upgrades

We select accommodation with high quality standards of comfort, room size, layout and bathroom facilities. Room sizes, styles and functions will vary from hotel to hotel as understood not all accommodation is the same. Please request if you should desire a room upgrade, any room upgrades will require extra fees relating to this upgrade. All rooms are non-smoking unless requested by a client at the time of submitting a booking form, where all efforts will be made to accommodate this request. Clients are responsible

for any costs incurred as a result of room service, mini bar, damage or excess cleaning fees related to the accommodation. Each client is responsible for the payment of their own "Tourist Tax" to be paid in cash at the time of checkout of each hotel where applicable.

9. Itinerary Changes

We make every effort to ensure accuracy within the tour itineraries, tour inclusions and travel details. Itineraries may change without notice for reasons beyond our control prior to and or during our travel tour.

During the tour, transport and accommodation services and other planned activities may necessitate variations to the itinerary without notice. For this reason, we reserve the right to alter or vary itinerary and travel details to maintain the quality standard if not to better the experience. We will ensure that you are notified promptly if such a change is required.

10. Passports and Visas

It is the responsibility of clients that their passports are valid and up to date with at least 6 months validity remaining. Visas, where required, are the responsibility of each client.

11. Arrivals and Departures

The program begins and ends on the stated dates as per the current Date and Prices listing on the booking form and will be confirmed to you upon booking. Pure Food, Wine and Cooking Tours covers transfers from nearest airports or stations on the start and finishing date as listed in the current Date and Prices listing itinerary. We will send you a confirmation of a pick-up time and pick-up point. If you arrive a day early, Dominique Rizzo Food, Wine and Culture Tours are happy to recommend an agent for pretour accommodation and transfers at your own expense.

12. Baggage Allowance

Pure Food, Wine and Cooking Tours recommends participants carry handbags for keeping valuables to take on guided visits, a small cabin bag and one suitcase, preferably with wheels for ease of lifting and transferring. Porterage and fees (where applicable) are included in the tour price. It is recommended participants bring luggage they can comfortably carry/wheel themselves, although we do offer all assistance with loading luggage onto and off busses and into hotels and booked accommodation.

13. Participation

All meals, beverages and activities as stated in the inclusions are included in the price of the tour. Participants who do not attend tour-included lunches and dinners, who fall ill and choose to not attend a day or activity or who wish to dine/drink outside of the included tour listed restaurants and hotels will incur their own charges, payable by them to the service provider. These extra charges are not the responsibility of Pure Food, Wine and Cooking Tours.

Pure Food, Wine and Cooking Tours has designed a fun filled, unique and diverse tour itinerary. The designed tour programme is very flexible, and participants are more than welcome to opt out and or take time off from the program whenever they like. Arrangements can be made to meet up with participants for meals, or later activities. The program events that participants opt out of, are non-refundable and cannot be taken at another time.

14. Fitness Level

To enjoy the tours, you will require a medium level of fitness. It will be necessary to be able to walk or stroll at a leisurely pace for periods of up to two hours, on possible uneven ground, cobbled streets, stairs, up hills, and through archaeological sites. Where possible, Pure Food, Wine and Cooking Tours will endeavour to accommodate participants who may not be able to walk long distances or for only short periods of time. Any important health issues, physical or mental or specific dietary requirements must be made known to us verbally and on the booking form so that we can accommodate these requests. Bear in mind that there are winding roads that we will be travelling on if you suffer from travel sickness.

There are always breaks included in our walking tours and of course toilet stops are well catered for. Dominique Rizzo Food, Wine and Culture Tours does however reserve the right to remove any participant whose conduct is deemed dangerous or incompatible, in the interest of safety of the other passengers and guides.

15. Responsibilities

Pure Food, Wine and Cooking Tours acts as the supplier of the tour operation services in conjunction with Southern Visions Travel , Via Gandhi 5 (Italy) , Polignano a Mare (Ba) 70044 as the agent. Pure Food, Wine and Cooking Tours is a personalised guiding service for all persons selecting these tours and assists in the coordination and selection of

transportation, restaurants, activities, sightseeing and hotel accommodation. These services are not provided by Pure Food, Wine and Cooking Tours but by hoteliers, service providers and transportation companies which act independently and not within our control.

Although we take reasonable care to select such service providers, tour escorts, guides and associated agents we accept no responsibility whether in negligence or contract for any sickness, injury, death, accident, damage, loss, cancellation, delay, failure to deliver or partial or inadequate delivery of services or other unforeseen events caused in connection with these service providers, their employees, agents, servants or representatives.

We do not accept any liability caused directly or indirectly by events beyond our control, including but without limitation to acts of government, civil disturbances, acts of terrorism, war or threat of war, quarantines, fire, strikes, floods, weather conditions, natural disasters, accidents or failure of machinery or equipment, theft, or other disturbances of any kind which cancel, interfere with, or add cost to the services requested.

In this clause the expression 'eligible parties' shall include any carrier, tour operator, tour escort(s) or other provider of any service in respect of a tour. These conditions of booking shall form part of the contract between yourself "the client" and Pure Food, Wine and Cooking Tours. Pure Food, Wine and Cooking Tours make a considered effort to ensure that all information posted on affiliated websites is up-to-date and accurate. However, we are unable to guarantee the complete accuracy of all hotels, accommodation and activity information at all times.

Pure Food, Wine and Cooking Tours does not guarantee that the website and information is free from errors and we reserve the right to change and amend information when it comes to hand as it relates to the services of the company.