



Booking Conditions and general information for Activities and Services of Platinum Adventures Snc

Platinum Adventures is a Trademark of Platinum Adventure di Monica Balli & C Snc, Via del Chianti, 9 - 53036 Poggibonsi - Italy - P.Iva: 02047040973.

The following booking conditions apply to all your wedding services arrangements booked with us.

The following Booking Conditions together with the Booking Form are the basis of your contract with Platinum Adventure. Please read them carefully. Your signature in the booking form will be taken as their acceptance by you and all other persons named in the booking form.

In these booking conditions, reference to 'you' means person named on the booking form, 'we' means Platinum Adventure.

Making Your Booking

When making a booking, once we have confirmed the definite availability to you by e-mail or fax in writing, you must complete and sign the booking form and send it or email it or fax it to us, unless you have already done so; the form must be signed by the first named person on the booking form, who must be at least 18 years of age and who will be primarily responsible for making all payments to us. With your booking form you must also enclose your payment (see 'Payment' section).

After receiving your booking form and payment, we will then forward you a confirmation.

A binding contract between you and us comes into effect once the booking has been confirmed and we have received your booking form with payment.

As soon as you receive our confirmation, vouchers and all other documentation that we send you, please make sure you check them carefully and notify us immediately of any inaccuracies you might find; we always try to rectify errors and we accept responsibility if they are due to our negligence.

Payments

As prices are subject to change, the definite price of your holiday will be confirmed to you at the time of booking. A non-refundable 30 % deposit will be due at time of booking.

The deposit amount will be specified in our Booking Form to you.

Deposits are non-refundable as specified on Booking Form and required for all bookings made.

All balances must be received at least 30 days prior to the required service date; if we do not receive the balance in full and on time, the booking will be treated as cancelled, in which case the cancellation charges set out under our 'Cancellation by you' section will apply.

Full payment will be required for all bookings made within 30 days prior to the required service date and if the amount of the purchased services is inferior to € 500.

Credit Card/Debit Card Guarantee

You must complete and sign the credit card/debit card section on the booking form, otherwise we will be unable to issue your travel documents. Your credit card/debit card will be used for the following reasons:

- a) To settle an outstanding balance.
- b) To settle unpaid cheques and bank transfer payments which do not reach us in time
- c) To settle bank charges for unpaid cheques
- d) To settle amendment and cancellation fees.
- e) To settle bills and damages not paid locally on departure
- f) To pay administration fees as listed in these booking conditions.

Please note that if the validity of your credit/debit card expires prior to the end of the first week after your return date, we shall send you, before your departure, a new booking form to be filled in by you with the details of the new credit/debit card. We shall not issue your travel documents if we do not receive the details of your new credit/debit card.

Travel Insurance

We advise you to purchase an adequate travel insurance at the time of booking.

It is your responsibility to check that the insurance policy you purchase is adequate for your particular needs and includes at least a 24 hour emergency telephone and repatriation service. Please read your insurance policy before departure and take it with you on holiday.

Cancellations and Changes by You, Your Liability

All cancellations must be notified in writing and the following charges will apply from the date the notification is received by us (we recommend you use recorded delivery, fax, e-mail).

Applicable charges on all bookings or part of bookings:

- a) 30 days before first booking made deposit
- b) 29-15 days before first booking 50% (deposit + 20%)
- c) 14 – day of booking made 100%

The percentage is calculated on your basic holiday cost, excluding amendment charges (see below), museum tickets.

All amendments to your confirmed booking must be notified to us in writing and, while we will always do our best to try to assist you, we cannot guarantee that we can meet any of your changes. When we can meet your request, an amendment fee of € 30.00 per booking will be payable.

Cancellations and Changes by Us, Our Liability

While we accept responsibility for proven negligence and deficiencies caused by us, we cannot be held responsible when we are forced to make a change or a cancellation as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. Such circumstances may include transportation costs, an increase in VAT or other government imposed increases, considerable adverse exchange rate variations, technical transportation problems, natural or nuclear catastrophes, adverse weather conditions, war or threat of war, riots, fire, flood, civil strife, industrial disputes and similar events.

Our liability is limited to our obligations covered by international conventions.

Web site www.platinumadventure.it Description

The information and prices published in www.platinumadventure.it website may have changed by the time you come to book your activities: please check all prices and details of your chosen at the Booking Form.

Complaints

In case of problems arising on arrival or during your holiday, please register your complaint in the first instance with the relevant local supplier/caretaker who will endeavour to put things right. If this proves to be unsatisfactory please contact us immediately by e-mail at info@platinumadventure.it. Failure to do so may reduce your rights to compensation. If for any reason you are still unsatisfied, you must obtain written confirmation from the supplier and follow this up by writing to us with details of your complaint, within 28 days after your return; failure to follow this procedure relieves us from liability in relation to any claim.