

Terms of Use and General Conditions – AD TRAVEL

Please read the following conditions carefully, as they set out the terms and conditions of the contract between **you** (end customer) and **AD TRAVEL** ("we", "us", "our") for the travel package.

1. Contract

Once you have selected the desired services, you must complete the data on the website, including payment details, and submit them to ENDU, which acts as an intermediary for travel packages on behalf of and in the name of the traveller.

A binding contract will come into effect between you and AD TRAVEL once the confirmation e-mail is sent. Until that moment, we will have no liability towards you. If we are unable to accept your booking, it will not be considered confirmed.

If there are any changes to the data provided, it is your responsibility to inform AD TRAVEL through our web form or by contacting Customer Service as soon as possible:

Phone: +39 0342 1940050

Email: valtellinawt@adviaggi.it

2. Payment

For special packages that include events, concerts or race registrations, full advance payment is required. In the event of cancellation, **the cancellation penalties as set out in point 5 apply**.

3. Booking Confirmation and Voucher

AD TRAVEL will provide a voucher for each booking that is part of the package. You must present it to the supplier upon arrival as proof of advance payment.

It is your responsibility to check the confirmation and ensure that all details are correct. Accommodation and activities will be provided only as stated in the confirmation.

If the details are not correct, please contact us before the trip at: valtellinawt@adviaggi.it

It is also your responsibility to verify the accuracy of the data entered before completing the booking. In case of errors and a request for modification, any additional costs will be entirely at your expense.

Vouchers will be sent to the e-mail address provided before the start of the service. It is your responsibility to print and present them to the suppliers.

Failure to receive the voucher does not constitute failure to make the booking, and the standard cancellation conditions apply.

If you do not receive the confirmation within 48 hours, contact Customer Service.

IT IS IMPORTANT TO CHECK ALL VOUCHER DETAILS BEFORE DEPARTURE. IN CASE OF ERRORS, CONTACT US IMMEDIATELY.

4. Changes by You

Any requests to modify the booking must be communicated in writing as soon as possible. Changes are subject to availability. If accepted, an administrative fee of € 35 per person will be applied, in addition to any costs charged by the suppliers. AD TRAVEL reserves the right not to

accept changes within 7 days prior to departure.

5. Cancellation by You

To cancel the booking, a written request must be sent by e-mail to AD TRAVEL at: valtellinawt@adviaggi.it

Such request must be received before the start of the stay; otherwise, no refund will be provided.

Below are the penalties applied in case of cancellation:

30% penalty for cancellation from confirmation up to 60 days before arrival

50% penalty for cancellation received from 59 to 45 days before arrival

70% penalty for cancellation received from 44 to 31 days before arrival

100% penalty for cancellation received from 30 days before arrival to NO SHOW

We strongly recommend taking out travel insurance that includes cancellation coverage, in order to protect yourself against unforeseen events such as illness or emergencies.

6. Registration for the Valtellina Wine Trail Event

AD TRAVEL acts as an agent on behalf of third-party suppliers (organisers, associations, promoters).

Registration for the event is sold as part of a package.

Registration for and participation in the event are subject to the Event Regulations as defined by the Organiser and published at the following link: <https://www.valtellinawinetrail.com/en/regulation>.

The Organiser responsible for the Valtellina Wine Trail event is: Valtellina Wine Trail Società Sportiva Dilettantistica A.R.L. - VAT no. 01061400147 - via Guicciardi, 17/b, 23100 Sondrio | email info@valtellinawinetrail.com.

7. Liability

It is mandatory to inform us before the trip of any medical conditions, disabilities or situations that may affect the trip.

AD TRAVEL requires the lead customer to be at least 18 years old. By selecting the box accepting the Terms and Conditions, you confirm that the booking holder has reached 18 years of age.

8. Tourist Tax

At all accommodation facilities, a tourist tax is required to be paid on site. This is at your expense and must be settled directly on location.

9. Passport, Visa and Health

It is your responsibility to obtain the documents required for entry into the country.

In case of invalid documents or missing visas, cancellation costs will be applied.

10. Complaints

Any problems must be reported immediately to the supplier.

For subsequent complaints, all required medical or informational documentation must be provided.