

# PRE-CONTRACTUAL INFORMATION FORM

pursuant to Article 34 of the Tourism Code - Legislative Decree 79/2011 ( ANNEX A - Part I of Legislative Decree 62/2018)



## Standard information form for tourist package contracts where the use of hyperlinks is possible

The combination of tourist services that is proposed to you is a package under Directive (EU) 2015/2302, implemented in Italy with Legislative Decree 21.5.2018, n. 62, that has modified the articles 32-51 of Legislative Decree 79/2011 (Tourism Code). Therefore, you will benefit from all the EU rights that apply to the packages. The organizer of the tourist package (as defined by Article 32, paragraph 1, letter i of the Tourism Code) will be **Excusive Vip Experiences Srl**, venue: **Via G. De Marignolli 62/D Firenze** - Tel +39.342.01.81.092 - mail: **info@exclusivevipexperiences.it** and it will be fully responsible, pursuant to art. 42 of the Tourism Code, of the correct execution of the package as a whole. The seller of the package (as defined in Article 32, paragraph 1, lett. l of the Tourism Code) will be the Agency **Excusive Vip Experiences** con sede in **Via G. De Marignolli 62/D Firenze** - Tel +39.342.01.81.092 - mail **info@exclusivevipexperiences.it**. Furthermore, as required by law, the organizer and the seller mentioned above has a protection to repay your payments and, if the transport is included in the "package, guarantee your repatriation in the state in which they become insolvent."

For more information on the fundamental rights of the tourist package buyer traveler (as defined by Article 32, paragraph 1, letter g of the Tourism Code), consult the text of directive (EU) 2015/2302 and of Legislative Decree 21.5.2018, n. 62 of transposition.

## Fundamental rights under Directive (EU) 2015/2302

1. Travelers will receive all the essential information on the package before the conclusion of the tourist package contract. In particular:

- Travel destination(s):
- itinerary:
- Accommodation: Dates/nights to stay:
- Location and classification:
- Transportation:
  - Carrier:
  - Dates a/r - time:
- Meals Provided:
- Visits, excursion or other services included in the total agreed price of the package
- Group Travel:
  - Min Number pax withdrawal as per art. 41, comma V, lett. a) Cod. Tur gg prima della partenza
  - Max Number pax (indicative):
- Language in which the services are provided
- Travel suitability for PMR:
- Suitability specific needs of the traveler:
- Total Price:
  - Services:
  - Tax/duties:
  - Additional Costs: a) calculable b) not calculable
  - Administrative expenses and gest. practice:
- Method of payment:
  - down payments (amount / date):
  - balance (amount / date):
  - required financial guarantees:
- Standard withdrawal penalties (art. 41, comma 2 Cod. Turismo):
  - % of the total price up to days from the departure;
  - % of the total price up to days from the departure;
  - % of the total price up to days from the departure;
- Documents suitable for expatriation and visas
  - type:
  - visa: release time (indicative)
- Health formalities Country (es) of destination:
- Insurance coverage:
  - Obligatory:
  - Optional:

- 2. There is always at least one professional responsible for the proper execution of all the tourist services included in the contract.
- 3. An emergency telephone number or contact point data will be communicated to travelers to reach the organizer or travel agent.
- 4. Travelers may transfer the package to another person, subject to reasonable notice and possibly upon payment of additional costs.
- 5. The price of the package can only be increased if specific costs increase (for example, fuel prices) and if expressly provided for in the contract and, in any case, no later than 20 days from the start of the package. If the price increase is higher than 8% of the package price, the traveler can solve the contract. If the organizer reserves the right to increase the price, the traveler is entitled to a price reduction if there is a decrease in the relevant costs.
- 6. Travelers may terminate the contract without matching termination fees and obtain full repayment of payments if any of the items essentials of the package, different from the price, has changed substantially. If, before the start of the package, the professional responsible for the package cancels the same, travelers have the right to obtain reimbursement and, where appropriate, indemnity.
- 7. Travelers may, under exceptional circumstances, terminate the contract without having to pay termination fees before the start of the package, for example if there are serious safety problems at the place of destination which may affect the package. Moreover, travelers can at any time before of the start of the package, withdraw from the contract on payment of standard penalties as indicated above or, failing that, the appropriate and justifiable ones calculated pursuant to art. 41, paragraph 1 of the Tourism Code.
- 8. If, after the start of the package, substantial elements of the same cannot be provided as agreed, they must be offered to the eligible traveler alternative solutions, without extra charge. Travelers can terminate the contract, without corresponding termination costs, if the services are not performed according to what has been agreed and this significantly affects the execution of the package and the organizer has not remedied the problem.
- 9. Travelers also have the right to a price reduction and / or compensation for damages in case of non-compliant or non-compliant execution of the tourist services.
- 10. The organizer is required to provide assistance if the traveler is in difficulty.
- 11. 1. If the organizer or, in some Member States, the seller becomes insolvent, the payments will be repaid. If the organizer or, where appropriate, the seller becomes insolvent after the start of the package and if transport is included in it, the repatriation of travelers is guaranteed. The above-mentioned organizer has signed one protection in case of insolvency through  
The aforementioned seller has signed a protection in case of insolvency via  
Travelers may contact the corresponding body or, where appropriate, the e Ministry of Agricultural, Food and Forestry Policies and Tourism, as the Italian Competent Authority pursuant to art. 48, paragraph 2 of the Tourism Code  
Tel \_\_\_\_\_ mail \_\_\_\_\_  
If i services are denied due to the insolvency of the organizer or seller
- 12. The traveler is informed that he can take out insurance cover that covers the withdrawal penalties by the traveler or the costs of assistance and return, in case of accident, illness or death. The covers may be indicated by the Organizer as mandatory for their package offers.

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For more information on the fundamental rights of the traveler buying travel packages (as defined in Article 32, paragraph 1, letter g of the Tourism Code) consult the text pursuant to directive (EU) 2015/2302, and of Legislative Decree 21.5.2018, n. 62 of transposition, published on the website [www.fiavet.it](http://www.fiavet.it) (documents section) as well as on the website [www.enac.gov.it](http://www.enac.gov.it) section "passenger rights".

TRAVEL SIGNATURE FOR RECEIVED