

General Conditions of Sale and Booking Methods: Sea Italy / Snow. www.equestretour.com

The customer will be sent, upon telephone or written request, following verification of availability and quotation a confirmation email containing all the details required to proceed and finalize the booking Request. Confirmation email deadline, unless otherwise indicated, on the same day. We simply ask for the Data _____ Personal details of all participants, residence and tax code only of those making the payment. To send the whole _____ documentation will be taken into consideration _____ la ns _____ following box _____ Of email: online@viaggiafacile.net . VERY IMPORTANT: **EquestreTour.com** will follow up on any communication from CUSTOMER as well as sending the Voucher to be presented in the Facility immediately after the balance has been credited.

Cancellation Insurance

EquestreTour.com Recommends: Cancellation Insurance Due to Illness (Optional) at an additional cost of 5% to be stipulated together with the signing of the contract.

Possibility of inserting Cancellation Insurance no later than 24 hours after Confirmation.

Optional Services / Reports / Intolerances / Extras

It is specified that all optional services and/or any reports are to be carried out only at the time of booking, therefore the same must be communicated mandatorily and exclusively in form written together with the sending of the personal data requested in this confirmation email. All reports not received in good time or in a form other than written will not be taken into consideration, in any case they do not represent any certainty and/or guarantee.

Reservation balance

Balance no later than 30 working days before departure by bank transfer and/or credit card, after this date, if the balance has not been received, the reservation will be considered canceled with a 30% penalty. (amount paid).

Cancellation Penalties

In the event of cancellation by the customer, the following will be retained as a withdrawal fee. Amounts to be calculated on the Total Stay:

10% for cancellations up to 30 calendar days before the start of the stay;

30% for cancellations from 29 to 21 calendar days before the start of the stay;

60% for cancellations from 20 to 16 calendar days before the start of the stay;

85% for cancellations 15 to 10 calendar days before the start of the stay;

100% for cancellations after these deadlines. The customer is required to communicate the cancellation

Cancellation communications WRITTEN only and exclusively via ORDINARY MAIL to Easy TripNetwork - Via Mazzini, 53 - 71016 San Severo (FG) - Email: online@viaggiafacile.net

No refund will be paid for interruption of the stay in any case.