

Terms and Conditions: My Italy VIP LLC

By booking services through My Italy VIP LLC, hereafter referred to as MIV, you acknowledge acceptance of these terms and conditions and agree to be bound by them.

Itineraries & Participation: Arrangements are subject to change due to circumstances beyond our control. There is no refund for those who miss an activity due to late arrival or no show.

Prices and Arrangements: Quoted prices are in EUR and include planning, handling & operational charges. MIV reserves the right to increase prices to cover increased costs, tariffs and taxes, and to reflect fluctuations in foreign exchange markets. Tips to service providers are not included in the price.

Travel Insurance: Travel insurance, which provides cancellation coverage, medical coverage and protection against lost or damaged luggage is not included. MIV strongly recommends that its clients purchase travel insurance.

Deposit & Payment: A deposit of 30% is required at the time of booking. Final payment is due 30 days prior to departure. If your reservation is made within 30 days of departure, the entire cost of the trip must be paid at the time of confirmation. We accept payment by major credit cards, bank transfers and cash. Confirmation of your booking is made when we receive your deposit. Upon receipt of payment, your reservation is considered firm. Our acceptance of payment assumes you and all members of your party agree and accept these terms.

Cancellation: All cancellations must be received in writing by MIV. Refunds for cancellation of itineraries or any additional service, accommodation or transportation arrangements made by MIV in relation to your reservation will be paid on the following schedule: cancellations received 60 or more days prior to the service will be refunded in full; 30-59 days in advance will be refunded 50% of the price; 15-29 days in advance, 25% will be refunded 14 days or less days in advance will be charged 100% of the price. Any refunds will be subject to a 6% fee for My Italy VIP administration costs.

Claims & Refunds: Refunds are not made for any missed services except for verifiable extenuating circumstances. Please see our Limits on MIV Responsibility below. For claims to be considered, they must be received in writing within 30 days of the termination of the service and be accompanied by supporting documentation verifying the claim.

Limits on My Italy VIP Responsibility: MIV arranges most services through independent providers who have no legal affiliation to us. We do not own or operate the equipment, vehicles or facilities used during these itineraries and assume no responsibility for the negligent act and/or omissions of the provider. In addition and without limitation, MIV is not responsible for any injury, loss, death, inconvenience, delay or damage to personal property in connection with the provision of any goods or services whether resulting from force majeure, illness, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking, food poisoning, mechanical or other failure of aircraft or other means of transportation or for failure of any transportation mechanism to arrive or depart on time.

Traveler's Representation: You assume all risks associated with participating in a MIV itinerary. Itineraries may include walking and/or climbing in difficult terrain with steep ascents and descents. Some activities are not regulated by any industry safety standards and you assume all risk. You are responsible for monitoring your own dietary restrictions and alcohol consumption.

Release of Liability and Indemnification: You are aware of the risks associated with a MIV itinerary/service and freely accept and fully assume all risks and the possibility of personal injury or loss resulting there from. You agree to hold harmless and indemnify MIV employees from any and all liability for any personal injury or loss resulting from your booking a MIV itinerary