

VERONALITY

Private tours

Payment conditions for consumers:

Any tour must be paid in advance. The payments can be made by credit card (via our payment system) or wire transfer. The non-payment of the sums is an explicit resolatory clause, which would determine the rescission of the tourist package sale contract, set apart the compensation for further damages suffered by the organizer.

Payment conditions for tour operators/travel advisors:

Any private tour must be paid in advance. Bookings with more than 60 days in advance could be paid in full at time of booking with a special discount of 5%. The payments can be made by credit card (via our payment system) or wire transfer. The non-payment of the sums at above-mentioned fixed dates is an explicit resolatory clause, which would determine the rescission of the tourist package sale contract, set apart the compensation for further damages suffered by the organizer.

Cancellation policy:

In case a private tour or one or more participants of it would withdraw from the contract before departure for different reasons we will apply the following penalties: 10% if the cancellation is given to until 15 days before, and 50% within 7 days from the beginning of the tour. The same amounts have to be paid also by those who cannot take part to the travel because of missing or irregular personal emigration documents. No refund is due to travellers who decide to interrupt the travel or their stay already started. It's established that in the cases in which rescission penalties of consumer are enforced the organizer is legally entitled by the consumer to hold the amount received as partial payment as valid for the due penalty.

Shared small-group tours

Payment conditions for consumers:

Any tour must be paid in advance. The payments can be made by credit card (via our payment system) or wire transfer. The non-payment of the sums is an explicit resolatory clause, which would determine the rescission of the tourist package sale contract, set apart the compensation for further damages suffered by the organizer.

Payment conditions for tour operator/travel advisors:

We will bill monthly all the tours that have been regularly carried out in the month. Payment must be made on the invoice view by bank transfer or by credit card (via our payment system). The non-payment of the sums at above-mentioned fixed dates is an explicit resolatory clause, which would determine the possibility for Veronality to resciss of any signed sales agreement, with all of the following tours already booked.

Cancellation policy:

There will be no penalty for cancellations of booked tours communicated in writing to the organization at least eight days prior to the booked tour date. Between seven and two days prior 50% of the fare will have to be paid; within 24 hours prior the payment of the entire amount will be due and no reimbursement will be granted. No reimbursement will be granted to any client who is not at the place of departure at the time established; similarly, no reimbursement will be granted to clients who lose contact with the guide or who do not complete the tour; and also for those who cannot take part to the travel because of missing or irregular personal emigration documents. It's established that in the cases in which rescission penalties of consumer are enforced the organizer is legally entitled by the consumer to hold the amount received as partial payment as valid for the due penalty.