

TERMS AND CONDITIONS

Upon release of payment and guarantee of booking, all visitors are submitting compliance to the following Terms & Conditions Policy. Should any doubt or dispute with said Terms & Conditions arise before booking, it is advised to contact us before placing your booking and submitting payment.

Liability

ViniCultural Tours, LLC is not liable at any moment, from your visit of our website to our last goodbye, in respect of personal injury, loss or damage of luggage by the client, or death. The company is not responsible for any injury, loss, delay, inconvenience caused by force majeure or other events which are beyond our control or which are not preventable by reasonable diligence by ViniCultural Tours, LLC, such as wars, floods, unusual severe weather, acts of God, etc.

This especially true for those that choose to use their own vehicle during our excursions. Your safety is vital to us- if at any moment all members of your group are in no condition to drive then we will offer to help but this in no way implies that we will be held liable for any loss or damage of luggage, delay, inconvenience, personal injury, or death.

Refunds on Unused Services

All ViniCulturalTours.com tours are sold as an entire package, hence we cannot refund a visitor for services that he/she has decided not to utilize.

Travel Insurance

We strongly recommend that you arrange travel insurance to cover cancellation due to unforeseen circumstances or those beyond your control. Also we recommend a medical and personal insurance to cover medical expenses and loss of baggage or personal belongings.

Disputes

The terms & conditions is governed by U.S. law and in case of a dispute that we can not settle amicably, exclusive jurisdiction is conferred on the U.S. court.

Currency

Our tours prices are displayed in Euro currency and your credit card will be charged according to the PayPal.com Terms & Conditions. If you are interested in knowing your exact rate of exchange at the time of your purchase, please contact PayPal.com.

All-Inclusive Formula

All pre-purchased wine-tasting and entrance fees are non-refundable upon moment of successful completion of a booking on ViniCulturalTours.com. Refunds will only be granted in accordance with our Cancellation Policy. In the event that a change of date must be incurred or is requested by the visitor, we will assess each request on a case by case basis, depending on the policy of re-usability of said purchase.

Delays on Group Tours

Upon confirmation of your service you will be contacted via e-mail by a member of our staff with details of meeting location and time. You are asked to arrive at the meeting point 10 minutes prior to the start of the tour. We cannot guarantee you will find our assistant or guide if you fail to arrive at the meeting point on time. In the event this occurs, ViniCultural Tours, LLC is not responsible for any claim of refund or even partial refund. We will do our best to accommodate you if you arrive late and the tour has already begun, however no refunds will be issued, in accordance with our cancellation policy, if you are unable to join us due to arrival after tour commencement.

Delays on Private Tours / Private Transfer Services

Upon confirmation of your service you will be contacted by a member of our staff with an e-mail that

details pick up location and time. If you anticipate you will be delayed for any reason, it is your responsibility to contact the number listed in your confirmation e-mail – ViniCultural Tours, LLC cannot guarantee that a rescheduled pick-up time or day will be possible at no additional charge.

Promotional Codes

If you have a coupon code or qualify for one of our discounts, they must be applied BEFORE purchase. Contact us for more information. Retrospective discounting will be assessed only at VCT's discretion.

PRICING

- All private itineraries require making a request for the desired date. Once agreed upon by VCT, requests will only be considered confirmed when the agreed deposit has been paid.
- The per person price for each group tour is on its description page, is limited to 6 people and must be paid in full at time of booking. The exception to this is if a tour is outsourced; in which case it is subject to the company used.
- All of our published prices include the expenses of lunch, entrances to museums (when necessary) and wine-tasting fees to any of the itineraries. The amounts are calculated in accordance to the expenses off each proposed itinerary, bearing in mind that some of the more exclusive vineyards have a heftier fee for tasting their wines.
- Since not everyone that participates in VCT experiences will drink wine, these prices are different for both alcoholic and non-alcoholic drinkers. Please email us at info@ViniCulturalTours.com for a separate quote if this is the case. In both cases water is included during the lunch; Other drinks are extra.
- Children under the age of 6 are free.
- Some people like to drive themselves but for those that prefer their is an added fee for a professional driver with appropriate luxury vehicle. The prices are dependent on time and distance.
- If you either already live in Italy or have decided to rent a vehicle while traveling in Italy is the reason we offer the opportunity to use your own vehicle. Just email us. The price we quote you will be based on expenses needed to meet you, travel time and the time it will take to complete the itinerary. Please take a look at our Liability clause of our Terms & Conditions for details outlining VCT's responsibilities.
- When deciding to add an extra vineyard (or two), the price listed for each itinerary will not only cover the fees of the actual wine tasting but also the extra hour that is estimated to be needed to complete the visit.
- We require the correct full payment in advance for all tours in order to secure your reservation.
- Stripe is our e-commerce portal. Your receipt will be sent to you instantly via email with subject similar to "Your ViniCultural Tours, LLC receipt [#1234-5678]" and from an email address similar to "receipts+Sf1aVHjPxUcJlpKvWCyV@stripe.com". Payment will be listed as "VINICULTURALTOURS" on your credit card statement.

CANCELLATION

- Cancelling a booking with ViniCulturalTours.com can result in cancellation fees being applied by ViniCultural Tours, LLC, as outlined below. Any cancelled booking will be communicated via email of the successful cancellation and of cancellation fees applied.
- Our standard policy: ViniCultural Tours, LLC requires at least 96 hours advance notice for group tours and 120 hours in advance for private tours of any cancellation in order to secure a refund. This policy is overridden by any tour's individual policy (if different).
- Cancellations must be communicated via e-mail at info@ViniCulturalTours.com, or by phone at 1-858-480-6024 (US) or 39-069-480-2067 (Italy) in order to receive any full or partial refund.
- Regardless of how much advance notice is given, all cancellations are subject to a cancellation fee of 20% of the total charged for administrative costs.
- In addition to the appropriate cancellation fee, all cancellations will be responsible for any reservations made by VCT that are non-refundable to VCT. No exceptions.
- Due to the extensive work that goes into the planning of each of our itineraries, no refunds will be given for cancellations made within 96 hours of tour commencement. There are no refunds for late arrivals or no-shows on the day of the tour. For Private Tours this might be altered to a longer period (eg- 1 week prior's notice). If this is the case, then the altered cancellation period will be honored, not the 96 hours stated in this clause.
- No refunds will be given after tour commencement. The only exception to this is a grand error or fault on the part of any of our staff, in which case there will be an assessment done on a case by case basis with regards to any change of our refund policy.
- If you have a coupon code or qualify for one of our discounts, they must be applied BEFORE purchase. Contact us at info@ViniCulturalTours.com for more information. Retrospective discounting will be assessed only at VCT's discretion.
- Amendments to bookings are subject to availability and must be communicated as soon as possible via e-mail at info@ViniCulturalTours.com or by phone at 1-858-480-6024 (US) or 39-069-480-2067 (Italy) and require verbal or written confirmation on behalf of VCT. Amendments are subject to an amendment fee, assessed at VCT's discretion, that may include, but not be limited to: the price of tickets, tasting fees, reservation fees, guide fees and/or other administrative costs.
- If a site on your tour is closed due to force majeure, including strikes or other unforeseen closures, ViniCultural Tours will do its best to contact you as soon as possible to either offer you the tour with a suitable substitution or reschedule you to a different tour.

For any further questions/concerns about our cancellation policy please feel free to e-mail us at: info@ViniCulturalTours.com