

# TERMS AND CONDITIONS

## For Sicily with Friends Tours

By booking with Sicily with Friends, you are agreeing to the below terms and conditions. In order to offer these low rates, we prepay everything a year in advance.

### CREDIT CARD PAYMENTS:

Sicily with Friends accepts Visa, Mastercard & American Express. We take payments on our secure online system. You will receive an email receipt.

### PAYMENTS:

A non-refundable full payment is required 90 days before departure. Due to COVID or a worldwide pandemic we will honor a credit for future tours.

### CHANGE / REVISION FEES:

There are no fees for name changes (land only). Airline tickets are non-refundable, and no name change is allowed.

Changing a different tour date is possible 90 or more days before your travel date & if the new tour has availability. There are no administration fees, but you would have to pay the difference if the new dates are more expensive. It is not possible to change the dates of your tour within 90 days of the start date.

### PARTICIPANT CANCELLATIONS:

Once full payment has been made, cancellations will only be accepted in writing to Sicily with Friends, either by email to [info@sicilywithfriends.com](mailto:info@sicilywithfriends.com) or mail to 1048 Sand Hill Rd, Hershey, PA 17033. **Exceptions to this policy cannot be made for any reason.**

Cancellation terms will be applied based on the date that the written cancellation is received and based on the following dates prior to tour commencement. Cancellation fees apply as indicated below. All cancellations will result in the forfeit of the initial non-refundable payment.

## TOUR PARTICIPANT CANCELLATION POLICY

If you cancel up to 180 days prior to the date of your scheduled tour, you will incur a Five Hundred Dollar fee (\$500.00) and be permitted to use the remainder of the deposit toward a Sicily With Friends tour for up to one (1) year from the date of cancellation. No refunds are permitted if a trip is cancelled within 179 days from the date your trip is set to commence. In addition, if you fail to rebook your trip within one (1) year from the date you cancelled your original trip, all remaining funds paid toward your original tour will be forfeited. Kindly note, if you return home before completion of your trip, whether voluntarily or involuntarily, you will not receive a refund. This policy helps us book hotels and airfares in advance to obtain discounted rates for our guests. Any other refunds not mentioned above are at Sicily With Friends' sole discretion.

## TRAVEL INSURANCE:

In today's changing travel environment, it's important to protect your travel investment so you can relax and enjoy your trip. Unforeseen events such as flight delays, baggage loss or even sudden sickness or injury could impact your travel plans. Sicily with Friends Tour requires that all passengers have travel insurance. While Sicily with Friends does not offer Travel Insurance, we recommend [Travel Guard](#).

## TOUR PARTICIPATION:

To ensure an enjoyable travel experience for all participants, Sicily with Friends reserves the right to refuse any client whose conduct is incompatible with the interest of the tour group.

Sicily with Friends reserves the right to refuse admittance or continuation on the tour and/or tour bus if, in our opinion, a tour guest is intoxicated. We also reserve the right to remove from the tour any guest that is disruptive, disrespectful, or destructive to tour staff, venue representatives, other tour guests, or property.

In such case, no refund will be made to such guest, and no liability or cost incurred by Sicily with Friends for transportation or other expenses incurred by that guest.

## **PARTICIPANTS WITH SPECIAL NEEDS:**

Passengers who have special needs or require unique attention must advise Sicily with Friends at time of booking. Passengers who require assistance must travel with a qualified travel companion as Sicily with Friends cannot provide individualized assistance. Coaches are not equipped with wheelchair ramps. All tour participants must be able to mount four (4) steps into the coach.

Please note that access for visitors with disabilities are restricted/limited in some attractions.

## **ACCOMMODATIONS:**

Sicily with Friends reserves the right to substitute hotels for accommodations in similar categories and placement of guests. Sicily with Friends reserves the right to substitute accommodations for similar categories.

## **MEALS:**

Meals are provided as specified in each tour program. Participants who have special dietary requirements must advise Sicily with Friends at time of booking

## **VISITS/ATTRACTIONS AND OTHER TOUR FEATURES:**

Sicily with Friends reserves the right to substitute visits/attractions and other features when establishments are closed or cannot be visited for reasons beyond our control.

On certain dates, including, but not limited to religious holidays and national celebrations, some monuments and sites may be closed. On these occasions, touring itineraries may be amended to reflect these closures. Occasionally, during holidays and certain periods, and/or due to unforeseen circumstances including weather conditions there may be last-minute changes. These may affect sometimes after arrival in Sicily, affecting the sequence of the tour and locations visited. In such cases there will be no cost adjustment.

National monuments and tourist sites regularly undergo renovations, which can obscure the monument's view. No tour will be cancelled due to renovations and in such cases, there will be no cost adjustment. However, Sicily with Friends will decide based on the conditions whether to amend an itinerary.

## **LUGGAGE:**

Handling (Porterage) of one large piece of luggage per person is included in the cost of Sicily with Friends. Luggage is carried at owner's risk throughout the tour unless insured. Hand baggage and personal items such as coats, cell phones, umbrellas and cameras are entirely in the care of the participants.

## **TIPS:**

Gratuities for personal services and to drivers, maids, wait staff, tour guides are not included in tour cost and area at your discretion

## **CHILDREN:**

Children ages 12 years and under will receive a 10% discount on the prices. Children must share a room with a least one (1) adult. Please email us the child/children copy of passports

## **NOT INCLUDED:**

All items of a personal nature (room service, mini fridge items, drinks, telephone charges, laundry, etc.) and lunches/dinners not specified on the tour itinerary are not included and must be paid for by the participant.

## **CLAIMS OR DISPUTES:**

Should a participant have a complaint about any aspect of their tour, they should inform a Sicily with Friends Tour Escort during the tour. No claims made after the tour ends will be addressed.

## **RESPONSIBILITY:**

The participant is responsible for all travel arrangements and costs to/from the point of commencement/conclusion of the tour. It is the sole responsibility of the participant to check the accuracy of the dates booked. It is the responsibility of the participant to ensure they have a valid passport and all visas, if required. It is the responsibility of the participant to choose a trip that fits his or her abilities, level of fitness and health. It is the responsibility of the participant to read the pre-trip information material and bring with him or her all of the appropriate clothing and equipment. Sicily with Friends is not responsible for any personal injury, property damage or other loss a passenger incurs on any tour arising from acts or

omissions by any air carrier, public transport company, hotel, car rental company, subcontractor, or other person or organization, whether or not such company is rendering any services supplied on the tour. Without limitation, Sicily with Friends is not liable for any direct, indirect, consequential, or incidental damage, injury, death, loss, accident, delay, inconvenience or irregularity of any kind which may be occasioned by reason of any act or omission beyond its control, including, without limitation any willful or negligent act, failure to act, breach of contract or violation of local law or regulation of any third party such as an airline, train, hotel, bus, taxi, van, local ground handler or guide, financial default or insolvency of any supplier and/or restaurant which is, to, or does supply any goods or services for this trip. Sicily with Friends is not liable for any loss, injury, death or inconvenience due to delay or changes in schedule, overbooking of accommodation, default of any third party, attacks by animals, sickness, the lack of appropriate medical care, evacuation to same, if necessary, weather, strikes, acts of God or government, acts of terrorism, or the threat thereof, force majeure, war, quarantine, epidemics, pandemics or the threat thereof, criminal activity, or any other cause beyond its control. Sicily with Friends reserves the right at its sole discretion to alter the itinerary as it may deem necessary or advisable. Sicily with Friends reserves the right at its sole discretion to decline to accept or retain any passenger on any of its tours if it deems accepting or retaining any such person as being detrimental to the tour. In the event any passenger is removed from a trip, Sicily with Friend's only obligation is to refund to that person that portion of the payment allocable to unused services. Any disclaimer of liability by Sicily with Friends under this clause is enforceable to the maximum extent permitted by applicable law. Each of the provisions of this clause is severable and if any such provision is held by any court or other competent authority to be illegal, void or unenforceable in whole or in part, the legality, validity and enforceability of the remaining provisions of this clause shall not be affected or impaired. Changes in the RESPONSIBILITY CLAUSE can be made only in writing signed by a director of Sicily with Friends.

Participant agrees to allow Sicily with Friends to take photographic or film records of any of our trips and trip participants, including Participant, and Participant hereby authorizes and licenses to Sicily with Friends on a worldwide royalty-free basis the right to use any photos that include image or likeness for promotional and/or commercial purpose, in perpetuity.

## **IMPORTANT:**

Sicily with Friends accepts no responsibility for losses or expenses due to delay or changes in schedules, flight cancellations or misconnections due to mechanical problems, sickness, pandemics, quarantine, weather, acts of God, strikes, government actions, war, terrorism or other circumstances beyond its control. Participants must bear all such losses or expenses. To guard against unforeseen circumstances, we insist you travel with a comprehensive travel insurance which must be purchased at home before travelling on tour with Sicily with Friends.

Should you miss the arranged pick-up of your tour, for any reason, Sicily with Friends will gladly arrange a transfer for you. This will allow you to catch up with your tour-guide and fellow travelers. Please note, this transfer will have to be paid, in full, by you. There are no refunds or exchanges available for any sections of the tour that you may have missed out on due to having not made the arranged pick-up.

## **PRICES:**

Rates on the Sicily with Friends website are on a per person, sharing double room basis. Once you have booked then your price will not change, even if tax rates change or exchange rates change.

## **SINGLE OCCUPANCY SUPPLEMENT RATES:**

**\$500 PER PERSON**

## **SICILY WITH FIENDS:**

Sicily with Friends is a family business based right here in Hershey, PA. Thanks for visiting our website: we're thrilled and proud that we can give each guest the kind of service that makes us honored to share our Sicily with you. We hope to offer you a real Sicilian welcome soon.

## **CONTACT US:**

[info@sicilywithfriends.com](mailto:info@sicilywithfriends.com)

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