



## BOOKING CONDITIONS AND GUIDELINES

### Payment schedule

A deposit of 30% of the total, will reserve for you the dates of your trip. The deposit is payable by credit card or bank transfer. We will hold the credit card info while we proceed to make the reservations for your trip. If, by chance, we are unable to make suitable reservations, we will leave your credit card uncharged without penalty, or return you the full bank transfer. In any case, you should hear from us within 5 business days regarding the status of your reservations. Full payment of the balance is due 30 days before (45 for groups) the first day of the trip and is payable by credit card or bank transfer order only.

### Trip information and vouchers

After booking you will receive an invoice, full daily itinerary with hotel information, rendezvous and other information. A valid voucher will be sent to you after final payment is received.

### If you cancel your booking

If you find it necessary to cancel your booking, you may transfer the reservation to another suitable person, up to 4 days before the trip starts, following the completion of a new booking form and acceptance by us. Some carriers may ask for supplement when you change name. If the change is not possible, then cancellation of your booking will become effective upon receipt by us of your written notification and the following charges will apply:

#### Groups:

- Up to 46 days before the trip 10% of the total amount;
- From 45 to 22 days before 30% of the total amount;
- From 21 to 15 days before 50% of the total amount;
- From 14 to 8 days before 75% of the total amount;
- From 7 days before 100%;

#### Individuals

- Up to 30 days before the trip a fee of 50 euro is due;
- From 30 to 21 days before the trip 30% of the total amount;
- From 20 to 11 days before 50% of the total amount;
- From 10 to 4 days before 75% of the total amount;
- From 3 days before 100%;

### If you alter your booking

If you find it necessary to make changes on your trip, we will do our best to accommodate your changes. This becomes more difficult, though, the closer we are to the trip date, so we reserve the right to apply a surcharge.

### If we change an itinerary

We reserve the right to alter our suggested itineraries, in order to

maintain a high quality of service, when required by circumstances such as, but not confined to, closing days of museums and restaurants, flooded trails, strikes, disruptions of service by one of our service providers, etc. If such a change becomes necessary, we will make every effort to provide substitutions in kind to thereby maintain the same quality of itinerary originally stipulated in our materials. If we find it necessary for any reason to cancel a trip prior to departure, then the refund of all monies received will constitute a full settlement. If a client fails to make payment, then we reserve the right to cancel that booking without any obligation to refund or make alternative arrangements. We also reserve the right to decline to retain any client on a trip whose conduct or state of health is detrimental to the enjoyment of the other clients or disruptive of the guides' ability to provide service, and we shall be under no liability to reimburse the disruptive client for any costs incurred by such a client or by other clients as a result of our action.

### About your guide

Your guide will be available as indicated in detailed itinerary, working usually until 8 PM, unless they are accompanying your party to dinner. If you like, they may accompany you to meals, though neither you nor they are under any obligation in this regard, and they certainly will not "force" themselves upon you if you prefer to eat privately. Please feel free to make your preferences clear, and don't be afraid feelings might be hurt. Also, our guides usually do not stay at the same accommodations as you. We do this in order to be able to maintain competitive pricing for our very small group trips. Since the accommodations we use can be expensive, we feel it is better to have our guides stay in nearby, less expensive accommodations or at home in order to pass this savings along to you. If you prefer otherwise, please let us know, and we will accommodate your request, while surcharging any extra costs to the price of your trip.

### Medical conditions

Please note that persons with medical or physical problems (bad knees for a walking tour, for instance, etc.) that could in any way impact upon their participation in the trip or impact upon others' participation must make these conditions known to us before departure. This is especially important if you are joining an open group trip. By notifying us, we will be able to plan the daily activities accordingly. Failure to notify us could result in your exclusion from full

participation in trip activities based on your guide's discretion.

### Partial refunds

We cannot give partial refunds for unused hotel rooms, meals, or any other goods included in the price of the trip. Trip prices are quoted as a package; credits are not given for services not used during a trip. If you wish to book only a portion of a trip, we are happy to price the trip accordingly.

### Photographs

MOTUS reserves the right to take photographs during trips and of clients and to use those photographs in our promotional materials without compensation or advanced notice. For our testimonials page, we either request a photo from the participants themselves, or else request permission for the use of one of our photos. If you find you don't like a particular use of a photograph of you in our materials, please notify us. In the case of electronic media (our website), we will remove it immediately. In the case of printed material, we will not include it in future printings.

### Complaints

Any lack of performance of the contract must – under risk forfeiture - be notified to us promptly and when occurring (article 1227 of the civil code) so that the organiser, its local representative or the guide can act immediately. We accept complaints within 10 days of completion of travel.

### General conditions and legislation

The sale of tour package is governed by the article 3 of Legislative Decree No. 79 of May 23, 2011 (tourism code) from L.27/12/1977 nr 1084 of ratification and implementation of the International Convention on the travel contract (CCV) signed at Brussels on 23.04.1970 as applicable and the tourist code (art. 32-51).

Contracts supplying a single service such as transport only, hotel only, or any other tourist service, cannot be considered a tourist package, and shall be governed by the following CC v: art 1, n3 and n6, articles from 17 to 23; articles from 25 to 31

### Financial Security

We registered on the official list of Tour Operator in Sardinia (number 253). WE are covered by an additional liability insurance with Allianz Global Assistance. This means that your vacation is protected. In the unlikely event of our insolvency, you will receive assistance by the national government and will never be left stranded and you can apply for refund.

[www.travelmotus.com](http://www.travelmotus.com)

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Motus in Sardinia fully registered and insured travel agency (Sardinia Regional List number 253)

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