

VENICE GUIDE AND BOAT TERMS AND CONDITION

We request that you confirm to have read and to agree to the terms and conditions upon booking.

GENERAL CONDITIONS AND LIABILITY

Venice Guide and Boat strives for providing you with the very best service, but cannot become liable unusual and unforeseeable events, or circumstances beyond its control. Such events may include (by way of example and not by way of limitation) public transport delays or strikes, bad weather conditions, floods, acts of God, inconvenience caused by force majeure, sites closed at short notice, strikes, or other events which are not preventable by reasonable diligence by the company.

All means of transport provided by Venice Guide and Boat are insured according to all applicable national law, regulation and code of practice, including EU legislation when applicable, relating safety and other standards.

TRANSFER POLICY

When you book one or more transfer, you will receive a confirmation voucher containing all meeting information and contact numbers.

If you experience serious delays due to a missed/cancelled flight or train you must advise Venice Guide and Boat at least 2 hours prior to the expected arrival time of the flight or train (the arrival time shown on your voucher).

If we don't hear from you in time to reschedule your transfer, it will be treated as a no show, and you will have to pay the transfer in full.

If your flight or train to Venice are delayed, but you are on that flight or train, you don't need to advise us as we have always updated information on arrival times. There will be no extra charge for the delay.

If you are travelling on a car, and you experience more than 20 minutes delay, you must call our emergency number at least 1 hour before the arrival time shown on your confirmation voucher.

TOUR POLICY

When you book one or more tour, you will receive a confirmation voucher containing all meeting instruction and contact number.

It is your responsibility to bring the voucher with you the day of the tour, in order to be at the right place at the right time, and to have a telephone number to call in case something should happen. Venice Guide and Boat cannot refund you if you are running late and you don't advise the guide, or if you are at the wrong meeting place, and fail to meet your guide.

CANCELLATION POLICY

TRANSFERS:

More than 10 days: no charge

From 9 days to 4 days: 30% of the total cost

From 3 to 2 days: 50% of the total cost
Last 24 hours and no show: 100% of the total cost

TOURS:

More than 15 days: no charge
From 14 to 7 days: 20% of the total cost
From 7 to 4 days: 50% of the total cost
From 3 to 0 days and no show: 100% of the total cost
No shows are treated as last-minute cancellations and are non-refundable
Charges for entrance reservations or tickets already anticipated on your behalf by Venice Guide and Boat are not refundable.

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 belonging.

Name:

I confirm that I have read and agree to the terms and conditions stated above.

Date:

Signature _____