



Allgemeine Geschäftsbedingungen des Anbieters CARRANI TOURS by Escursion

Cancellation for visits and excursions: cancellations without penalties within 24 hours before clients' arrival, 100% penalty from 24 hrs and no-show.

Cancellations for excursions with overnight stay: 30% penalty from 3 days to 24 hrs before clients' arrival, 100% penalty from 24 hrs

In order to avoid problems with your future reservations, we would like to remind you our policy regarding bookings and cancellations:

Complaints have to be received by mail or fax within 60 days from date of the last service provided by Carrani, so we could reply in the most accurate way.

Pls take note that, every time you send us an e-mail/fax requesting our services, we will always reply in writing.

If you request a particular hotel that it is not available, we will confirm a similar option (to the requested one).

In case of cancellation, we will send an e-mail/fax as confirmation of the cancellation. If you do not receive this confirmation it would mean that for us the booking is still operative. So if our provider charges us no show penalties, we will charge you the same penalties.

We inform all clients that rates do not include the city tax in Florence, Rome, Venice. This tax will be paid directly from clients at the reception hotel desk at the arrival or at the check out according to the local city board procedure. We remind you that tax will change according to hotel category.

Please kindly inform travellers before departure.