

Italian Dream Vacation Booking and Cancellation Policies for clients

- ITALIAN DREAM VACATION accepts payment by VISA, Mastercard or AMEX
- All tours and transfers are to be paid in full 40 days before the client's first service

PAYMENT

Full payment is charged to the client's Visa, American Express or MasterCard 40 days prior to travel. Italian Dream Vacation LLC will appear on the client's statement.

LATE CHANGE FEE

A late change fee will be applied if tour itineraries, times or dates are modified at the request of the client 14 days or less prior to departure. The fee will be \$50 per segment changed, plus any cancellation charges imposed by vendors.

CANCELLATION POLICY

The following cancellation policy applies, once a service has been confirmed.

More than 40 days prior to travel:

- One \$40 service fee is charged to the client's credit card

15 - 40 days prior to travel:

- 25% penalty (or \$40 fee, whichever is greater)

14 - 8 days prior to travel:

- 50% penalty

Within 7 days or NO SHOW:

- 100% penalty

PICKUP PROCEDURES

AIRPORTS

A private driver, holding a sign with the client's last name, will meet them AFTER they have retrieved their luggage and left the restricted customs area. In case of delay when picking up the luggage, please advise the driver in the Arrivals section of the airport, or call the contact number listed on your ITALIAN DREAM VACATION confirmation.

TRAIN STATIONS

Clients must reach the front of the track where they will find the driver holding a sign with their last name.

CRUISE SHIP DOCKS

Clients will be able to locate their driver holding a sign with their last name at the main common Arrival area.

IMPORTANT NOTES

In case clients are not able to locate their driver, please call the contact number provided on the ITALIAN DREAM VACATION confirmation. Clients must exit and meet the driver within an hour from their scheduled transfer or they will be charged for any extra waiting time; full fee will be charged in case of missed transfer and no refunds will be issued.