

CIT HOLIDAYS – EUROPE WITH THE BEST OF ITALY AND FRANCE

General Information & Booking Conditions

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HOW TO BOOK

A non refundable deposit of \$110 per person made through your local Travel Agent will secure space on the tours and arrangements required. Final payment is due 30 days prior to departure unless otherwise specified. All rates shown are per person, in \$A, unless otherwise specified.

Late bookings: bookings made 14-5 days prior to check-in full payment must be made within 24 hours of confirmation. For 4 to 0 days prior to checkin full payment is required in advance prior to a request being processed. There are some hotels for which the above does not apply please refer to CIT.

CANCELLATION

Cancelling Your Hotel or Other Services (including transfers, tours, car hire, rail, London apartments etc.)

All cancellations or amendments for hotels or other services must be made in Australia, through CIT. No responsibility can be taken for any cancellations for hotels or others services which are cancelled direct by the client or direct by the client's travel consultant, regardless of whether written proof is given.

Accommodation or Other Services

- Cancellations made 15 days or more prior to arrival will incur \$110 per person in addition to any fees charged to us by our Supplier.
 - Cancellations 14-0 days prior to arrival 100% cancellation applies.
 - No shows – if you fail to check in at the designated hotel on the day booked with CIT: 100% 'no show' fee will be charged.
 - Early departure after check in incurs a 100% penalty of remaining unused days.
- Cancellation fees for villas/apartments, cookery and walking tours differ – please refer to the special policies for each, in this section.

Specific Booking Conditions For Villas and Apartments

Following conditions apply for all villa and apartment properties.

BOOKINGS

From Saturday to Saturday and arrival/departure times will be advised on booking voucher.

DEPOSIT

Deposit of 30% of rental price or \$500 (whichever is greater) is required to secure reservation, and full balance is payable 8 weeks prior to departure.

CANCELLATION/AMENDMENT FEES

- 15% from date of confirmation, up to 60 days prior to rental commencement period.
- 25% 59-45 days prior to rental commencement period.
- 50% 44-31 days prior to rental commencement period.
- 100% 30-0 days prior to rental commencement period.

CLEANING

All villas and apartments are not cleaned daily and final cleaning charges apply.

SECURITY DEPOSIT

A deposit as listed, must be paid in local currency to the keyholder on arrival. This amount will be refunded, less extra charges as indicated.

ADDITIONAL CHARGES

PC FC
Additional charges for linen, power or heating against each villa are payable locally in Italian Lira. As a guide: Security Deposits payable: Up to Euro 258 per apartment/villa.

PC Power Cost charges levied up to Euro 108 per apartment, per week.

BL Bed and bathroom linen charges are levied up to Euro 13 per person

FC Final cleaning charges are levied from Euro 36 per apartment, per week.

KEY COLLECTION

Full details of key collection will be confirmed with vouchers once documentation has been issued.

COOKERY WEEKS AND WALKING TOURS

DEPOSIT

Deposit of \$500 per person is required to secure reservation for Cookery Weeks or Walking Tours, and full balance is payable 8 weeks prior to departure.

CANCELLATION/AMENDMENT FEES - COOKERY WEEKS

- 10% from date of confirmation, up to 57days prior to commencement.
- 25% 56-43 days prior to commencement.
- 75% 42-21days prior to commencement.
- 100% 20-0 days prior to commencement.

CANCELLATION/AMENDMENT FEES - WALKING TOURS

- 30% 39-30 days prior to commencement.
- 50% 29-16 days prior to commencement.
- 100% 15-0 days prior to commencement.

- 50% 29-16 days prior to commencement.
- 100% 15-0 days prior to commencement.

FOR CRUISES, CAMPERVANS, MOTOR SCOOTERS AND VILLAS IN PROVENCE

specific detailed booking conditions apply including strict cancellation policies. Please ask CIT for information regarding these conditions.

Conditions For Car Rental In Europe

Once a vehicle is collected, no refunds will be given for any unused car rental days. Car rental prices do not include fuel, oil, extra charges for additional drivers or young driver surcharges, airport pick up surcharges or one way fees, unless specified. Specific car types cannot be guaranteed, all vehicles are reserved by group only. If a specific group is not available from the depot, upon pick up, then the next available group will be provided, at no additional charge.

Additional items such as roof racks or baby seats must be reserved at the time of booking. By law, in certain countries, children up to the age of 4 years must have a baby/child seat. Upon collection, a refundable security deposit by credit card to cover unauthorised rental extension and petrol deposit. You are liable for petrol charges if you do not return your vehicle will a full tank – petrol rates from the car rental company may be higher than those available outside their depot.

DRIVING IN EUROPE

Vehicles rented cannot be taken into Eastern Europe (Additional conditions apply to car rental in Austria). Cars collected on mainland Britain, but delivery is in Northern Ireland – a one way drop off fee will apply. A one way from Britain to Europe is not allowed. A one way from Britain to the Republic of Ireland is not allowed. In Ireland one way drop off fees apply to certain locations. In Europe no one way fees apply when collection and delivery of the vehicle is within the same country. One way rentals are allowed between countries but are subject to additional fees, this is excluding Maggiore Car Rental which is for rentals within Italy only.

Important Information

AMENDMENTS

May we suggest that you plan your requirements carefully, and avoid changes to your itinerary once lodged with your Travel Agent. Such amendments would involve additional charges, namely cancellation and handling fees wherever applicable. For each amendment or cancellation a fee of \$30 will be charged. These rates are the minimum charges as they may be also affected by cancellation fees. See "Cancellation" clause.

CLAIMS OR REFUNDS

No claims or refunds will be considered unless submitted in writing and received by CIT Australia within 6 months of date of issue of voucher/s. In order to facilitate the investigation of claims it is advisable to bring the matter to the attention of the tour operator and/or the property before departing Europe. No refund will be made for any unused service or portion thereof and for any reason, once the client has departed, unless otherwise specified i.e. rail tickets.

RAIL PASSES

Completely unused non-validated passes will be refunded less a 15% cancellation fee. Lost, stolen or partially used passes may not be refunded. Passes submitted for refund after first day of validity or after 6 months from date of issue cannot be refunded.

NOT INCLUDED IN COSTS OF TOURS OR SERVICES

Cost of passports, and visas where required, items not specified as being included, airport taxes where applicable, laundry, telephone calls, food not included on regular menus and any other item of a personal nature.

PRICES

All prices quoted for transportation and land arrangements in this brochure are based on current rates, (including foreign exchange rates) and accordingly are subject to change without notice.

SIGHTSEEING

As indicated in each tour itinerary. See notes under 'Tours/Excursions/Sightseeing'.

airfares

To and from Australia are not included in the cost of any holiday package shown.

ACCEPTANCE OF BOOKINGS Bookings are accepted subject to the services or accommodation applied for being available. CIT Australia and/or its agents reserve the right, without notice, to modify, cancel or withdraw any of the arrangements and in this event the full amounts paid will be returned to the customer, and upon rendering the same, all liability of CIT Australia and/or its agents in respect thereof shall cease. CIT Australia and/or its agents reserve the right to decline to accept or retain any person as a member of any party at any time. Bookings with Carriers are also subject to the Carriers' terms and conditions as printed or referred to in their tickets and/or timetables and/or regulations.

CITYPACK

Is the name given to city stopovers and include three days'/two nights' accommodation in rooms with private bath/shower, continental breakfast and half-day sightseeing tour by regular motorcoach, where available.

Alternatively, if you are staying only one night or more than one night and do not want the city sightseeing tour, the cost of your accommodation will be based on the Per Night Rate multiplied by the number of nights required.

OPTIONAL TRANSFERS

These services include transportation by standard car, minibus or by taxi from arrival point to the hotel or vice versa. Porterage and the service of a representative/ interpreter are also available at an extra cost. In some cities a supplement will apply for transfer provided between 8.00pm and 8.00am and on Saturdays, Sundays and public holidays.

In some cases, particularly in the main Italian cities, due to traffic restrictions and one way systems, it may not be possible for transport to draw up at the front entrance of hotels and some distance may therefore have to be covered on foot. It is also possible, especially in the cases of smaller or family-run hotels, that porters may not be able to carry luggage. If you so choose, you may make your own way by catching a taxi to and from your hotel, when arriving or departing from each city.

VERY IMPORTANT

Optional transfers and optional sightseeing/ excursions if required must be combined with one or more Citypacks, or holiday resorts, or independent or escorted tours, in order to co-ordinate the dates and times of utilisation and reserve the appropriate seats.

TOURS/EXCURSIONS/SIGHTSEEING

These are provided by motorcoach (regular services) and include the services of a tour escort when indicated and/or local tourist guides whenever necessary. Both the tour escort and the local guides will conduct the tours in more than one language.

The tour company reserves the right to make changes to the itineraries in this brochure without notice, if any of the places to be visited should not be open or owing to rules or prescriptions concerning motorcoach transit. Visitors in shorts and uncovered shoulders are not admitted into churches.

DELIVERY OF TRAVEL DOCUMENTS

For Italy and most European cities travel documents are given directly to you in Australia. However, some countries do exchange documents on arrival or check-in

PASSPORTS AND VISAS

It is your responsibility to arrange all necessary passports and visas. European countries vary in their requirements.

Your Travel Agent will be happy to advise you on this important point.

Passengers on all tours will require a valid passport, an international health certificate and consular visa for some countries. Please make sure that these are in order before travelling.

LUGGAGE

Luggage, including personal articles, is at all times and in all circumstances at owners' risk except to the extent of any insurance purchased by the customer.

INSURANCE

It is advisable for everyone under-taking these tours and services to insure themselves against medical expenses, personal accident, loss of deposit and cancellation fees, and also their baggage against damage, loss, theft, etc. Your Travel Agent will gladly advise you on an inexpensive insurance scheme.

HOTELS

Hotel categories indicated as star ratings in this catalogue are according to the classifications approved by the Local Authorities of each country. Therefore, comparisons of hotel standards within different countries should be avoided.

Hotel Locations and Descriptions

Please note that maps in this brochure are not to scale and are provided only as a guide to locations.

Conditions of Hotel 'Special Offers'

All special offers indicated are provided by individual hotels, subject to the manager's discretion.

Free Nights

Where 'free nights' are given, for example – Stay 4 nights, pay 3 – only 1 'free' night is applicable per stay – Free nights are not accumulative and must be consecutive nights.

Special Offers

Where different 'special offers' are stated against an individual hotel, only one of these offers can be applied. For free night offers e.g. Stay 5 nights, pay 4 nights, these offers are not accumulative and arrival and departure must be within the stated season.

Honeymooners/Silver Anniversary Offers

Honeymooners or Silver Anniversary stays – any such information must be given at the time of booking. No special offer benefits will be received, should these details not be included in the original booking details from CIT Australia.

Hotel Check in/Check out times

Usually, you may check in to your room at between 1pm and 2pm. If you wish to check in earlier, we suggest that you pre-book your accommodation, from the night before the morning of your arrival.

Check out time is between 10am and 11am – should you wish to stay longer, please book an additional night.

Fair Dates

During Fairs higher rates usually apply. Fair dates are also subject to change and if a booking is subsequently affected because of a change in date, higher rates will apply.

HOTEL ROOM BEDDING CONFIGURATION

Usually the following bedding configuration applies: A single room can be a single bed in a small room or a double or twin bed arrangement, depending upon the hotel. With reference to our price grid, a twin room can be either a twin bedded room or a room with 1 double bed – double beds can only be requested and are subject to availability. A triple room can be either a double or twin room with an additional bed – which is usually a temporary ‘rollaway’ bed. A quad room can be either a twin or double room with two temporary ‘rollaway’ beds or a room with two double beds or in some cases 4 separate beds. Specific room types and specific bedding arrangements cannot be guaranteed and are subject to the hotel’s availability at the time of check in.

Bedding Configuration in Apartments & Villas

Bedding configurations given for apartments or villas may be subject to change and variation, depending upon the apartment.

MEALS

Where meals are included, ie: breakfast or on a half board basis, menus are available from the hotel’s set menu and not from the A la Carte menu. No refunds for unused menu services. Breakfast is free and included in the rates as specified and is of no set monetary value and therefore cannot be refunded if not taken. Both Continental and Buffet breakfasts will vary in content between properties.

NOISE

In early and late summer season resorts are less busy and consequently less noisy. It is not that Italy is an excessively noisy country, but traffic and other sounds (eg. marble floors without carpets which tend to exaggerate noise) can present problems in most places in the world today. Make sure you read the resort and hotel descriptions carefully to help you identify those which are stated to be in quiet locations and those which may not be (eg. hotels in or close to town centres, or near to main roads or railway lines).

TRAVELLING WITH CHILDREN

Child Sharing Room with Adults – Most hotels operate a child policy – it is important that all details of children travelling and their ages are given to CIT at the time of booking. Where hotels featured state that a child to a certain age stays free when sharing with 2 adults – in most cases, the hotel will not provide an additional bed and the child is expected to share the same bed as parents.

Child Discounts – Where a discount price is featured, the child will receive an additional bed – which in most cases will be a rollaway bed. Hotels cannot make any allowances for larger rooms, should you be travelling with children. To ensure an additional bed for your child or children, a triple room rate should be used for 2 adults and 1 child or a quad room (where applicable) for 2 adults and 2 children.

Child Meals – Where meals are included in the adult prices featured in this brochure, additional charges may be levied for meals for children staying with adults in the same room. This is particularly the case where a child is free in the room. All charges are payable direct to the hotel by you – upon departure.

Car Rental – Please see car rental conditions when travelling with children, as certain countries required that all children are restrained in child/baby seats – which must be reserved at the time of booking.

BEACH CHARGES AND FACILITIES

Where it is indicated that the hotel arrangements include free beach facilities, this signifies that a deck-chair is provided for each person, together with a place under the beach umbrella/shade shared by up to 4 persons (during the height of peak season separate parties may be asked to share the same umbrella/ shade). Charges are liable to be made locally for any additional facilities.

CIT Australia Pty Ltd and/or its associated Companies or Agents give notice that they act as Booking Agents only for the persons or companies providing or offering the means of travel, conveyance, transport, accommodation or other services and all receipts, tickets, vouchers, coupons or exchange orders are issued subject to the terms and conditions under which transportation and other services are provided. CIT Australia Pty Ltd shall not be liable for any injury, damage, loss, accident, delay or irregularity that may be caused to person or property however caused or arising, during any tour under its management, sponsorship, procurement or otherwise, notwithstanding that the Company’s principal may be a foreign Company, corporation or person. So far as the Company shall not be acting as such Booking Agent it shall be deemed to be acting as Agent for the person making the booking.

It is the responsibility of the passenger to ensure that they are in possession of the proper travel documents and that they are in compliance with the current government and transportation companies’ regulations. The right is reserved to modify the itinerary in any way considered necessary or desirable or to change any reservation, and/or means of conveyance, without notice and for any reason whatsoever and without allowance or refund but the extra cost, if any, resulting therefrom must be paid by the passenger.

The right is also reserved to cancel or withdraw any tour, or any booking made for a passenger, or to decline to accept or retain any person as a member of a tour for any reason whatsoever. No refunds can be made in respect of accommodation and meals not utilised and under no circumstances can refunds be made for tours and sightseeing excursions not undertaken. The transportation companies or firms shall be exempt from all liability in respect of any detention, delay, loss, damage, sickness or injury however and by whomsoever caused and of whatever kind occurring of or to the passenger at any time when the passenger is not on board a carrier or conveyance used or operated by the transportation companies or firms. Passage contracts in use by the transportation companies or firms concerned shall constitute the sole contract between the transportation companies or firms and the purchaser of these tours and/or passengers. All fares are subject to change without notice. The issuance and acceptance of receipts, tickets, vouchers, coupons or exchange orders shall be deemed consent to the above conditions.