

TERMS AND CONDITIONS ADDITIONAL SERVICES

ITALY IN STYLE, ITS AGENTS, EMPLOYEES AND REPRESENTATIVES CANNOT BE HELD LIABLE OR RESPONSIBLE OF: ANY INJURY, DAMAGE, ACCIDENT, LOSS, ANNOYANCE, DETENTION, DELAY, EXPENSE OR OTHER ISSUE BECAUSE OF ANY ACT OR DEFAULT OF ANY OF ITS SUPPLIERS; LABOR DISPUTES, QUARANTINE, STRIKES, FORCE MAJEURE; WAR OR THREAT OF WAR, ACTS OF TERRORISM OR THREAT OF TERRORISM, CIVIL UNREST OR THREAT OF CIVIL UNREST, ACT OF GOVERNMENT OR CIVIL AUTHORITIES; WEATHER CONDITIONS, SICKNESS, THEFT, NATURAL DISASTER; DISCONTINUANCE OR CHANGE IN TRAVEL OR HOTEL SERVICES OR SCHEDULES OR RATE CHANGES; OR ANY OTHER CAUSE BEYOND THE CONTROL OF ITALY IN STYLE OR A SUPPLIER AND WHICH ARE NOT CAUSED BY ANY NEGLIGENCE, WRONGFUL ACTION OR OMISSION ON THE PART OF ITALY IN STYLE, ITS AGENTS, EMPLOYEES AND ANY ASSOCIATED COMPANIES. YOU ARE HEREBY GIVEN NOTICE, AND YOU HEREBY AGREE THAT ALL EVENT AND MUSEUM TICKETS ISSUED, AND ALL ARRANGEMENTS FOR TRANSPORT OR CONVEYANCE, OR FOR HOTEL ACCOMMODATIONS, AND ANY OTHER ARRANGEMENTS PROVIDED HEREIN, ARE MADE ONLY ON THE EXPRESSED CONDITION THAT ITALY IN STYLE, ITS AGENTS, EMPLOYEES AND REPRESENTATIVES SHALL NOT BE LIABLE FOR ANY INJURY, DAMAGE, ACCIDENT, LOSS, ANNOYANCE, DELAY, EXPENSE, PROBLEM OR IRREGULARITY WHICH MAY BE OCCASIONED EITHER BY REASON OF ANY DEFECT IN ANY VEHICLE OR OTHER MEANS OF CONVEYANCE, OR THROUGH THE ACTS, OMISSIONS OR DEFAULTS OF ANY COMPANY OR PERSON ENGAGED IN CONVEYING THE PASSENGERS HERewith, OR OF ANY HOTEL PROPRIETOR OR SERVANT, OR ANY OTHER PERSON, FIRM OR ENTITY, NOT UNDER THE DIRECT SUPERVISION, CONTROL OR EMPLOYMENT OF ITALY IN STYLE, ITS AGENTS, EMPLOYEES, REPRESENTATIVES AND ASSOCIATED COMPANIES.

DOCUMENTATION

ITALY IN STYLE DOES NOT PROVIDE VISAS, OR ANY OTHER TRAVEL DOCUMENTATION. IT IS YOUR RESPONSIBILITY TO HAVE A VALID PASSPORT, REQUIRED VISAS, AND ANY OTHER TRAVELING DOCUMENTS REQUIRED BY GOVERNMENTAL REGULATIONS. ITALY IN STYLE CANNOT BE HELD LIABLE OR RESPONSIBLE FOR PROBLEMS RELATED TO THESE DOCUMENTS, OR THE LACK OF THEM, OR THE RECOVERY OF LOST DOCUMENTS.

TRANSPORT

ITALY IN STYLE DOES NOT BOOK OR PROVIDE ANY AIR TRAVEL ARRANGEMENTS FOR CLIENTS, NOR CAN IT BE HELD LIABLE OR RESPONSIBLE FOR ANY TRAVEL ISSUES, DELAYS OR PROBLEMS EXPERIENCED BY A CLIENT WITH HIS/HER TRAVEL CARRIER.

TRAVEL INSURANCE

WE REQUIRE TRAVEL INSURANCE TO BOOK OUR TRAVEL SERVICES AND CLIENTS AGREE TO HAVE IT, OR ELSE PROVIDE US A SIGNED DISCLAIMER AND WAIVER. SUCH INSURANCE SHOULD COVER TRIP CANCELLATION, MEDICAL EXPENSES, BAGGAGE AND PERSONAL EFFECTS, PERSONAL ACCIDENT.

PRICES

ALL ADDITIONAL SERVICES ARE QUOTED IN U.S. DOLLARS AND ARE BASED ON CURRENT RATES OF EXCHANGE, TARIFFS AND TAXES AS OF APRIL 2007. THEY ARE SUBJECT TO CHANGE IN THE CASE OF CURRENCY FLUCTUATION OR CHANGES IN TARIFF.

COOKING CLASSES AND WINE TASTING

CONDITIONS

IT IS THE CLIENT'S RESPONSIBILITY TO 1) ARRIVE ON TIME AT THE CLASS 2) CALL THE ORGANIZER IN CASE OF DELAY 3) INFORM ITALY IN STYLE AND THE SERVICE PROVIDER OF ANY FOOD OR OTHER ALLERGIES.

CANCELLATION POLICY

COOKING CLASSES AND WINE TASTING ARE NON-REFUNDABLE,

FOOD AND WINE PACKAGES

CONDITIONS

IT IS THE CLIENT'S RESPONSIBILITY TO 1) ARRIVE ON TIME AT THE CLASS(ES) 2) CALL THE ORGANIZER(S) IN CASE OF DELAY 3) INFORM ITALY IN STYLE AND THE SERVICE PROVIDER OF ANY FOOD OR OTHER ALLERGIES.

CANCELLATION POLICY

IF CANCELLATION IN WRITING IS RECEIVED BY ITALY IN STYLE BETWEEN THE DATE OF PACKAGE CONFIRMATION AND UNTIL 30 DAYS PRIOR TO DEPARTURE, A NON-REFUNDABLE DEPOSIT INDICATED ON THE PACKAGE DESCRIPTION WILL BE RETAINED. FOR CANCELLATIONS RECEIVED WITHIN 30 DAYS OF DEPARTURE, THE FOLLOWING PER PERSON CANCELLATION FEES APPLY:

29-15 DAYS PRIOR TO DEPARTURE: 70% OF TOTAL PRICE

14-07 DAYS PRIOR TO DEPARTURE: 90% OF TOTAL PRICE

06 DAYS-NO SHOW: 100% OF TOTAL PRICE

CANCELLATIONS ARE ONLY ACCEPTED IN WRITING AND CALCULATED ON ITALIAN STANDARD TIME BASIS.

GUIDED SERVICES (PRIVATE WALKING TOURS, EXCURSIONS, PERSONAL SHOPPER)

CONDITIONS

ITALY IN STYLE AND ANY OF ITS AFFILIATES AND HIRED GUIDES WILL NOT BE RESPONSIBLE FOR ANY INJURY SUSTAINED DURING A WALKING TOUR, NOR FOR INJURY OR OTHER DAMAGE RESULTING FROM THE USE OF A CAR DURING TRANSFERS OR TOURS.

IT IS THE CLIENT'S RESPONSIBILITY TO BE AT THE MEETING POINT ON TIME. IF YOU ARE LATE, IT IS YOUR RESPONSIBILITY TO CALL THE NUMBER PROVIDED ON THE VOUCHER. IF THE DELAY IS OVER 1 HOUR FROM THE TIME OF THE APPOINTMENT, THE SERVICE WILL BE CANCELLED AND NO REFUND WILL BE GRANTED. IF OTHER ARRANGEMENTS ARE MADE BETWEEN YOU AND THE GUIDE, ADDITIONAL CHARGES APPLY.

ENTRANCE TICKETS TO MUSEUMS AND ARCHEOLOGICAL SITES VISITED DURING A TOUR ARE SUBJECT TO CHANGE WITHOUT NOTICE BY ANY MUSEUM/SITE MANAGEMENT.

CANCELLATION POLICY

FOR CANCELLATIONS RECEIVED BETWEEN THE DATE OF SERVICE CONFIRMATION AND UNTIL 21 DAYS PRIOR TO THE DATE OF SERVICE, A \$75 CANCELLATION FEE APPLIES (FOR PERSONAL SHOPPERS, CANCELLATION FEES MAY BE HIGHER); SERVICES CANCELLED 20 DAYS PRIOR THE DATE OF SERVICE OR LATER ARE NON-REFUNDABLE. CANCELLATIONS ARE ONLY ACCEPTED IN WRITING AND CALCULATED ON ITALIAN STANDARD TIME BASIS.

ANY CHANGES TO YOUR CONFIRMED SERVICE(S) MUST BE REQUESTED IN WRITING.

REGULAR WALKING TOURS AND SIGHT-SEEING

CONDITIONS

IT IS THE CLIENT'S RESPONSIBILITY TO ARRIVE ON TIME AT THE TOUR DEPARTURE POINT.

CANCELLATION POLICY

FOR CANCELLATIONS RECEIVED BETWEEN THE DATE OF SERVICE CONFIRMATION AND UNTIL 10 DAYS PRIOR TO THE DATE OF SERVICE, A 30% CANCELLATION FEE APPLIES; SERVICES CANCELLED WITHIN 9 DAYS FROM THE DATE OF SERVICE ARE NON-REFUNDABLE. CANCELLATIONS ARE ONLY ACCEPTED IN WRITING AND CALCULATED ON ITALIAN STANDARD TIME BASIS.

HOTELS

CONDITIONS

ITALY IN STYLE ACTS AS AN AGENT FOR CAREFULLY SELECTED PROPERTIES, ALL OF WHICH ARE INDEPENDENTLY OWNED AND MANAGED. ITALY IN STYLE SHALL NOT BECOME LIABLE FOR ANY PERSONAL INJURY SUSTAINED DURING YOUR STAY IN ANY OF THE PROPERTIES BOOKED, OR RESULTING FROM BREAKDOWN OF WATER, GAS, ELECTRICITY, PHONE, SWIMMING POOL FILTER SYSTEMS, ROAD CONDITIONS, AND OVERALL CONDITIONS OF THE PROPERTY; PROPERTY DAMAGE, ACCIDENT, DELAY, INCONVENIENCE, CHANGE IN ACCOMMODATION(S) OR RATE(S) (DUE TO EXCHANGE RATE OR PROPERTY DECISION), OR ANY OTHER IRREGULARITY DUE TO WRONGFUL, NEGLIGENT OR ARBITRARY ACTS OR OMISSION ON THE PART OF THE PROPERTY(IES) WHOSE NAME(S) APPEARS ON THE VOUCHER. BY ENGAGING ITALY IN STYLE AND MAKING FULL PAYMENT FOR THE SPECIFIED ACCOMMODATION(S), YOU AGREE TO HOLD ITALY IN STYLE BLAMELESS IN MAKING ARRANGEMENTS ON YOUR BEHALF AND THAT ANY CLAIM(S) OF DAMAGE, REFUND(S) OR CREDIT(S) AFTER ARRIVAL SHALL BE SOUGHT DIRECTLY FROM THE PROPERTY(IES).

IT IS YOUR RESPONSIBILITY TO ARRIVE AT THE PROPERTY AT THE SCHEDULED TIME, AND TO LET ITALY IN STYLE (OR THE PROPERTY OWNER) KNOW OF ANY VARIATION OF YOUR ARRIVAL TIME. IF PROBLEMS ARISE DURING YOUR STAY, YOU HAVE THE RESPONSIBILITY TO CONTACT ITALY IN STYLE IMMEDIATELY.

CANCELLATION POLICY

IN THE EVENT OF CANCELLATION, A FULL REFUND (EXCLUDING A NON-REFUNDABLE \$100 CANCELLATION FEE) WILL BE RETURNED IF PAYMENT HAS NOT YET BEEN FORWARDED TO THE PROPERTY. AFTER FINALIZATION OF THE PRE-PAYMENT TO THE PROPERTY (APPROXIMATELY 30 DAYS PRIOR TO ARRIVAL DATE), NO REFUNDS ARE POSSIBLE. RESERVATIONS MADE IN CONJUNCTION WITH ADDITIONAL SERVICES AS PART OF AN FIT ARE NON-REFUNDABLE AND NON-TRANSFERABLE. TRAVEL INSURANCE IS AVAILABLE AT AN EXTRA COST AND IS HIGHLY RECOMMENDED

MUSEUMS

CONDITIONS

ITALY IN STYLE ACTS AS AN AGENT FOR SELECTED MUSEUMS, ALL OF WHICH ARE INDEPENDENTLY OWNED AND MANAGED.

ADVANCE TICKETS SERVICE GUARANTEES YOUR ENTRANCE AT A SPECIFIC DATE AND TIME. CONFIRMED DATES, TIMES, AND INSTRUCTIONS CONTAINED IN THE CONFIRMATION MUST BE RESPECTED. IF YOU FAIL TO MEET THE CONFIRMED DATE/TIME OF TICKET PICK-UP AND ENTRANCE, YOUR TICKETS WILL NOT BE HONORED OR REFUNDED.

IT IS POSSIBLE TO REQUEST A CHANGE OF DATE OR TIME AFTER YOUR RESERVATION IS CONFIRMED, AT AN ADDITIONAL FEE OF \$ 10 PER TICKET. IF

THAT CHANGE ISN'T POSSIBLE, NO REFUND WILL BE GRANTED. COST OF ENTRANCE TICKETS TO MUSEUMS IS SUBJECT TO CHANGE WITHOUT NOTICE. PRICES ARE NON-NEGOTIABLE AND NO DISCOUNTS ARE AVAILABLE. ITALY IN STYLE PRICE INCLUDES THE RESERVATION FEES, ITALY IN STYLE SERVICE FEES AND ENTRANCE TICKETS. IF YOU ARRIVE LATE IT WILL BE UP TO THE MUSEUM OFFICER TO ALLOW YOU IN OR TO REFUSE ENTRANCE. ITALY IN STYLE IS NOT RESPONSIBLE FOR ANY INCONVENIENCE, OR DAMAGE RESULTING FROM CANCELLATION, TOTAL OR PARTIAL, OF ANY ORDER.

CANCELLATION POLICY

MUSEUM TICKETS ARE TOTALLY NON-REFUNDABLE AND NON-TRANSFERABLE. REFUNDS (MINUS A \$ 10 PER TICKET HANDLING FEE) WILL ONLY BE GRANTED IN THE EVENT THAT, FOR UNEXPECTED CIRCUMSTANCES, THE MUSEUM(S) WILL HAPPEN TO BE CLOSED OR ON STRIKE FOR THE CONFIRMED DATE.

MUSIC, CULTURE AND SPECIAL EVENTS TICKETS

CONDITIONS

ALL THEATRES, OPERA HOUSES AND OTHER VENUES WHERE THESE EVENTS TAKE PLACE ARE INDEPENDENTLY OWNED AND MANAGED. ITALY IN STYLE DOES NOT GUARANTEE AVAILABILITY OF TICKETS.

THEATRES AND BROKERS CHARGE PRE-BOOKING FEES IN ADDITION TO THE NOMINAL COST OF THE TICKET (IT IS NOT PRINTED ON THE TICKET FACE VALUE). TICKETS MUST BE PAID IN ADVANCE AND ARE NON-REFUNDABLE. RESERVATION WILL BE UNDER YOUR NAME. BY ACCEPTING THE TERMS AND CONDITIONS, YOU AUTHORIZE ITALY IN STYLE TO RESERVE AND PURCHASE THE TICKETS ON YOUR BEHALF. SHOULD YOUR CHOSEN TICKET NOT BE AVAILABLE, YOU WILL BE CONTACTED WITH ALTERNATE SEATING (IF AVAILABLE). ALTERNATE SEATING WILL NOT BE CONFIRMED WITHOUT YOUR APPROVAL. IN MOST CASES, TICKETS WILL BE PICKED UP AT THE BOX OFFICE BY PRESENTING YOUR PASSPORT AND A COPY OF THE CONFIRMATION. ITALY IN STYLE IS NOT RESPONSIBLE IF INSTRUCTIONS CONTAINED IN THE CONFIRMATION ARE NOT FOLLOWED PROPERLY. YOU ARE RESPONSIBLE FOR BEING AT THE VENUE AT THE INDICATED TIME OR BEFORE THE BEGINNING OF THE SHOW. OTHERWISE, YOU WILL BE ABLE TO ENTER ONLY AFTER INTERMISSION. NO REFUND WILL BE POSSIBLE IN THIS CASE.

CANCELLATION POLICY

TICKETS ARE NON-REFUNDABLE AND NON-TRANSFERABLE. REFUNDS WILL BE POSSIBLE IN SOME CASES, IF CANCELLATION IS DUE TO A LABOR STRIKE OR OTHER UNFORESEEN EVENT OR DECISION BY THE EVENT'S ORGANIZERS. ITALY IN STYLE WILL NOT BE RESPONSIBLE FOR ANY INCONVENIENCE CAUSED BY THE CANCELLATION OF AN EVENT OR PERFORMANCE. ITALIAN THEATERS RESERVE THE RIGHT TO CHANGE THEIR PROGRAM WITHOUT NOTICE AND, IN MOST CASES, WITHOUT ADVANCE NOTICE TO ITALY IN STYLE. IF AN EVENT IS CANCELLED BY THE ORGANIZERS, IT WILL BE YOUR RESPONSIBILITY TO OBTAIN A REFUND OF THE FACE VALUE OF THE TICKETS DIRECTLY AT THE BOX OFFICE ON THE DAY OF THE PERFORMANCE OR WITHIN THE PERIOD GRANTED BY THE THEATER. YOU MAY ALSO BE ABLE TO EXCHANGE YOUR TICKETS FOR ANOTHER DATE. NO REFUND WILL BE OFFERED FOR ADDITIONAL BOOKING FEES OR PROCESSING FEES ADDED BY ITALY IN STYLE.

PRIVATE TRANSFERS , TOURS WITH PRIVATE DRIVER AND SPECIAL TOURS

CONDITIONS

ITALY IN STYLE WILL NOT BE RESPONSIBLE FOR ANY DEATH, INJURY OR DAMAGE RESULTING FROM ANY ARRANGED TRANSFER, DRIVING SERVICE, BOAT

EXCURSION, BOAT TOUR OR BALLOON FLIGHT. IT WILL BE YOUR RESPONSIBILITY TO BE AT THE MEETING POINT ON TIME. IF YOU ARE LATE, IT IS YOUR RESPONSIBILITY TO CONTACT THE SERVICE PROVIDER. FOR TRANSPORTATION TO AND FROM AN AIRPORT, IT WILL BE YOUR RESPONSIBILITY TO PROVIDE THE EXACT FLIGHT NUMBER, DEPARTURE AND ARRIVAL TIME. IN CASE OF A DELAYED FLIGHT, THE DRIVER WILL BE WAITING FOR YOU AT NO ADDITIONAL COST.

IT WILL BE YOUR RESPONSIBILITY TO INFORM ITALY IN STYLE ABOUT THE NUMBER OF LUGGAGE PIECES. A LARGER VEHICLE OR AN EXTRA VEHICLE MAY BE NEEDED FOR THE EXTRA LUGGAGE.

CANCELLATION POLICY

FOR CANCELLATIONS RECEIVED BETWEEN THE DATE OF SERVICE CONFIRMATION AND UNTIL 20 DAYS PRIOR TO THE DATE OF SERVICE, A \$ 50 CANCELLATION FEE APPLIES; SERVICES CANCELLED WITHIN 20 DAYS FROM THE DATE OF SERVICE ARE NON-REFUNDABLE. CANCELLATIONS ARE ONLY ACCEPTED IN WRITING AND CALCULATED ON ITALIAN STANDARD TIME BASIS.

TOURS

CONDITIONS

IF CANCELLATION IN WRITING IS RECEIVED BY ITALY IN MORE THAN 60 DAYS PRIOR TO DEPARTURE, A NON-REFUNDABLE DEPOSIT OF \$ 300 WILL BE RETAINED. FOR CANCELLATIONS RECEIVED WITHIN 60 DAYS OF DEPARTURE, THE FOLLOWING PER PERSON CANCELLATION FEES APPLY:

60-30 DAYS PRIOR TO DEPARTURE: 50% OF TOTAL PRICE
28-15 DAYS PRIOR TO DEPARTURE: 70% OF TOTAL PRICE
14-08 DAY(S) PRIOR TO DEPARTURE: 90% OF TOTAL PRICE
07 DAYS-NO SHOW: 100% OF TOTAL PRICE

CANCELLATION POLICY

CANCELLATIONS ARE ONLY ACCEPTED IN WRITING AND CALCULATED ON ITALIAN STANDARD TIME BASIS.

WEDDINGS

CONDITIONS

IT WILL BE YOUR RESPONSIBILITY TO CHECK WITH THE CLOSEST ITALIAN CONSULATE IF YOU HAVE ALL THE RIGHT DOCUMENTS THAT ARE NECESSARY FOR THE WEDDING. IT IS YOUR RESPONSIBILITY TO ARRIVE IN THE COUNTRY EARLY ENOUGH TO COMPLETE ALL THE NECESSARY DOCUMENTS. IT WILL BE YOUR RESPONSIBILITY TO MAKE SURE WE HAVE THE EXACT NUMBER OF GUESTS, THEIR DATE AND TIME OF ARRIVAL AND DEPARTURE. IT WILL BE YOUR RESPONSIBILITY TO INFORM US OF ANY FOOD OR OTHER ALLERGIES/INTOLERANCES OF ANYBODY INVITED TO THE WEDDING.

CANCELLATION POLICY

CANCELLED WEDDINGS ARE NON-REFUNDABLE,

AGREEMENT

THE CLIENT MAKING THE BOOKING AGREES TO ACCEPT AND ABIDE BY THE TERMS AND CONDITIONS OF THIS CONTRACT. ALSO, THE CLIENT ACKNOWLEDGES THAT HE/SHE HAS RELAYED ALL SUCH INFO REGARDING ADDITIONAL SERVICES TERMS AND CONDITIONS TO ALL MEMBERS OF THE CLIENT'S TRAVELING PARTY. THEREFORE ALL MEMBERS OF THE TRAVELING

PARTY ARE BOUND BY THE TERMS AND CONDITIONS OF THIS CONTRACT. PLEASE NOTE FOR ANY COMMENTS AND/OR CORRESPONDENCE, ITALY IN STYLE WILL ONLY CORRESPOND WITH AND DIRECT ALL COMMENTS TO THE CLIENT MAKING THE BOOKING.

JURISDICTION

THE VENUE OF ANY DISPUTE BETWEEN THE PARTIES, WHICH MAY ARISE OUT OF THIS AGREEMENT OR OTHERWISE, SHALL BE THE SUPERIOR COURT OF LOS ANGELES COUNTY, CALIFORNIA.