

# GENERAL INFORMATION

## OUR OFFICE OPENING HOURS

Monday to Friday 08.30-18.00

## HOW TO BOOK

By telephone or e-mail. You will receive immediate confirmation, and the booking will be considered definitive on receipt of written confirmation from Caravantours.

## EMERGENCY NUMBER: 0039 338 7240342

To ensure that our clients' groups receive total assistance for any problem that might occur on their visit to Italy, our emergency telephone number is operative from Monday to Friday from 18.00 to 22.00 and from 09.00 to 22.00 on weekends and Bank Holidays.

## HOTELS AND CATEGORIES

A wide range of the best hotels and the most competitive prices to choose from. The hotel category is indicated next to the name of each hotel.

## ALL PRICES IN OUR CATALOGUE ARE IN EUROS

Net per person per day, indicated separately for groups of students and adults (minimum 20 persons). The hotel rates include: full-board (breakfast, lunch, dinner, accommodation) half-board or bed and breakfast (rates as indicated next to each hotel or package) and VAT at current rates as at 01/01/25. In the cases of changes in VAT rates, Caravantours reserves the right to modify prices accordingly. Meals not taken at the hotel can be replaced with picnic baskets. Drinks not included.

## KEY

B.B. = Bed & Breakfast

H.B. = Half Board

F.B. = Full Board

S.S. = Single Supplement

S.D. = Double Supplement

H.D. = Half Day

F.D. = Full Day

## RESTAURANTS

Prices per person and per meal are indicated separately for adults and students.

### STUDENTS

- Menu 1: one first course – one second course with side dish – fruit or dessert  
Supplement for student drinks: 1 soft drink  
Supplement for mineral water: ½ litre

### ADULTES

- Menu 1: one first course – one second course with side dish – fruit or dessert
- Menu 2: double first course – one second course with side dish – fruit or dessert  
Supplement for drinks: ¼ litre wine + ½ litre mineral water

## ACCOMMODATION

STUDENT GROUPS: Rooms with multiple beds for students (also bunk beds),

double rooms for accompanying persons.

Single rooms according to availability, and always with supplement.

If the number of accompanying persons exceeds 10% of the members of the group, a supplement may be requested. This will be notified to you when the booking request is made.

ADULT GROUPS: double rooms, some triple rooms, if requested. Single rooms with supplement.

## CAUTIONARY DEPOSIT FOR STUDENT GROUPS

Some hotels require a cautionary deposit to be paid by student groups on their arrival, to cover possible damage that might be caused. This deposit will be returned at the moment of departure if no damage has been caused.

Caravantours declines all and any liability, even partial, for damage that may be caused.

## COMPLIMENTARIES

One free person for every 25 paying participants.

## TOURIST TAX

**The tourist tax is never included in hotel prices. Updates on the tax will be published on our website, and details of its application will also be given in our offers and confirmations. Where applicable, the tourist tax is paid directly on arrival at the hotel.**

## BOOKING FEES

For bookings for services that are not directly linked with hotel reservations, such as meals in restaurants, transfers, excursions, guides and couriers, a booking fee of 30.00 euro per group will be charged.

## EXTRA CHARGES

Excursions with a one-night stay only in the hotel are subject to an extra charge of min. 1.50 euro per person. Extra charges may also be requested during public holidays or special events and, if applicable, will be notified when you book.

Single room supplement: a supplement will be applied and will be notified when you book.

Breakfasts served in Italian hotels are very simple, usually consisting in coffee, tea, milk, bread, butter and jam. On request we are able to provide you with supplements for either more substantial breakfasts or buffet-style breakfasts with cheese, ham, fruit juice, etc.

## RECOMMENDATIONS TO ENSURE THE SUCCESS OF YOUR HOLIDAY

Please follow these recommendations:

Phone the hotel or restaurant during the trip to advise the exact time of arrival.

Please arrive punctually for meals, which are usually served at 12 a.m.-1.30 p.m. (lunch) and 7 p.m.-8.30 p.m. (dinner). Requests for picnic meals should be made to the hotel management one day before you require them. Remember that you must have a list of the persons in your group indicating date of birth, residence: in the case of school groups, the list must be typed on headed notepaper of the school.

Check the number of participants in the group indicated on the voucher and correct it if inaccurate, since the number on the voucher will be used

for invoicing and no subsequent modifications will be accepted.

Make corrections on the voucher and have it signed for acceptance by the hotel manager or operator in the case of different or additional services with respect to those indicated on the voucher.

Any claims regarding service should be sent by registered mail to this agency no later than 10 working days from the ending date of the holiday. A copy of the claim should be sent to the management of the hotel or restaurant concerned.

#### OTHER USEFUL INFORMATION

**SWIMMING POOLS:** Hotel swimming pools in Italy are generally open from the middle or end of May to the middle or end of September. In other periods of the year open-air pools are closed.

**COACH PRICES:** Increases in fuel costs could result in higher coach prices. The prices shown are those agreed with our usual coach transport suppliers. If these suppliers are unable to provide transport services (above all for late bookings) the prices shown may be subject to variations.

**WATER IN CARAFES WITH MEALS:** By effect of the Ministerial Decree dated 24/03/05, some suppliers might not serve drinking water with meals.

**GUIDE FEE:** The prices shown in our catalogue do not include admission to museums and monuments

**HEADPHONES:** We recommend the use of headphones for the full success of all guided visits, and the hire of these should therefore be included. The use of headphones is obligatory for many guided visits to basilicas, museums, exhibitions and galleries. Headphones can be booked through Caravantours.

#### PAYMENTS

(Bank transfer expenses to be paid by client)

Payment exclusively by SWIFT transfer to our bank:

ROMAGNA BANCA

Rimini Branch

IBAN: IT 15 G 08852 24200 030010297281

BIC: CCRTIT2TRMB - a/c 030010297281

CAB: 24200 - ABI - 08852 - CIN: G - CIN EUR: IT15

or

SOLUTION BANK

Rimini Branch

IBAN: IT06 B 03273 24200 000309800501

BIC: CRDRIT2FXXX - a/c 000309800501

CAB: 24200 - ABI - 03273 - CIN: B - CIN EUR: IT06