

Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not confirm your booking unless you agree with the following terms and conditions. Once payment is made for the booking, it is deemed that you have read, understood and agreed to the terms and conditions for the booking.

1. Payment and Booking Conditions

The price per person is based on twin share accommodation in 4 and 5 star hotels, resorts and country style accommodation. All prices quoted are in Australian Dollars and are guaranteed at the time of departure for each tour. Any quoted prices are subject to change without notice subject to availability at the time of booking and may vary due to currency fluctuations. A non-refundable deposit of \$1500.00 per person is required at the time of booking to ensure a place on a tour. To confirm your place on the tour, participants/clients are required to fill out the tour booking form which is to be signed, scanned or posted to our office together with the deposit as stated above. 50% of the price is due 6 months prior to tour commencement date. Full payment is due 3 months prior to tour commencement date. Failure to pay the full amount by the due date will not guarantee a place on the tour. Payment can be made by :-

1. Calling our office on 32671667 and paying by credit card
2. Booking and paying via our website www.dominiquerizzo.com through Paypal
3. Posting a cheque or money order
4. Direct deposit by request.

2. Single Supplement

If a single room is requested by a participant, the single supplement is to be paid by the requested participant. If a client wishes to share a room, we will endeavour to match the client with another share room request, although we hold no responsibility with the suitability of the rooming partner. If at any time during the tour for any reason a change of room is required, we will arrange single accommodation (if available). This extra cost will be paid by the requesting client. If you are requesting to share a room and there is not another applicant to share, you will be required to pay the single supplement to confirm your place and undertake the tour. All single supplement rooms are with a double bed and ensuite.

3. Travel /Health Insurance

Pure Food, Wine and Cooking Tours strongly recommends all clients take out full comprehensive travel and medical insurance. We also recommend you purchase trip cancellation insurance in the event of an accident or illness or other unforeseen circumstances involving you, a family member or travelling companion causing clients to cancel prior to departure or to leave the tour early. Pure Food and Wine Tours accepts no responsibility for the loss of arrangements / bookings / tickets made outside of Pure Food Wine and Cooking Tours. Loss of transfers outside of tour dates not made by Pure Food Wine and Cooking Tours, pre-tour personal transport not made by Pure Food Wine and Cooking Tours, loss of flights/tickets, excess baggage costs, loss of luggage, injury, damage, accident, loss or delay in respect of any person or property or security and government-incurred costs during and outside of the tour. Pure Food Wine and Cooking Tours are not responsible for any personal medical costs incurred pre / during or post tour. No refund will be given for any pre-booked accommodation, coach tours or other pre-booked services or other travel which is not utilised. In the event of loss of luggage we will do our best to assist you in the retrieval of that luggage.

3(a). Non-refundable Tickets

Pure Food Wine and Cooking Tours recommends the purchase of refundable airline tickets as Pure Food Wine and Cooking Tours due to booking numbers, takes no responsibility for airline travel expenses. If participants wish to purchase non-refundable tickets or pre/post tour hotel accommodation or add-ons please check with our office to see if the minimum number has been reached for the tour.

4. Cancellation of a Booking by Participant

Any Tour Cancellations must be requested in writing to Pure Food Wine and Cooking Tours and will be subject to the following cancellation charges which covers hotel deposits, pre paid services, transport and other activity bookings already paid, administration and office fees, booking administration and collateral

- Cancellations advised up to 6 months prior to departure will incur the \$1500.00 non-refundable deposit all other monies paid will be refunded
- Cancellations advised up to 3 months prior to departure will incur a 20% (of the total tour price) cancellation fee which includes all deposits paid to secure hotels, activities, transport and any other pre-payments for the client while on tour plus the \$1500.00 non-refundable deposit
- Cancellations advised up to 1 month prior to departure will incur a 50% (of the total tour price) cancellation fee which includes all deposits paid to secure hotels, activities, transport and any other pre-payments for the client while on tour plus the \$1500.00 non-refundable deposit

5. Cancellation of the tour from Pure Food and Wine Tours

Due to unforeseen circumstances or inadequate numbers to follow through with a tour, Pure Food Wine and Cooking Tours reserves the right to cancel a tour and will refund monies paid to date, less 50% of the booking fee. Payments incurred outside of Pure Food Wine and Cooking Tours by participants will not be refunded by Pure Food Wine and Cooking Tours. If Tour cancellation occurs days before the program start date and is caused by circumstances outside of Pure Food, Wine and Cooking Tours control, refunds from program vendors/providers will be sort. If payments cannot be refunded to Pure Food Wine and Cooking Tours, then the refund to participants will be affected accordingly. Pure Food Wine and Cooking Tours and the tour escorts/guides are not liable for any direct or indirect costs, losses or expenses incurred by the participant due to the cancellation of the tour.

6. Group Numbers

Dominique Rizzo's ***Personally Escorted Tours** are subject to a maximum 10 - 12 participants.

7. Accommodation

We select accommodation of a high quality and standard taking into consideration location, comfort, room size, layout and bathroom facilities. Room sizes and amenities may vary from hotel to hotel and are unique to each establishment for their style and type of accommodation giving each accommodation establishment its uniqueness. Any client requesting an upgraded room will be responsible for extra fees relating to this upgrade. All twin share, double and single requested rooms have ensembles. All rooms are non-smoking unless requested by a client at the time of submitting a booking form, where all efforts will be made to accommodate this request.

Pure Food Wine & Cooking *Tours*

Clients are responsible for any costs incurred as a result of room service, mini bar, requested extras, room damage and extra related cleaning fees. All clients are responsible for nominated personal Tourist Taxes where applicable.

8. Itinerary Changes

We make every effort to ensure accuracy with in the tour itineraries, tour inclusions and travel details. Itineraries may change without notice for reasons beyond our control prior to and or during our travel tour. For this reason, we reserve the right to alter or vary itineraries and travel details to maintain the quality and standard, if not to better the experience. We will ensure that you are notified promptly if such a change is required.

9. Passports and Visas

It is the responsibility of clients that their passports are valid and up-to-date with at least 6 months validity remaining. Visas, where required, are the responsibility of each client.

10. Arrivals and Departures

The program begins and ends on the stated dates the booking form and will be confirmed to you upon booking. Pure Food Wine and Cooking Tours covers transfers from nearest airports or stations on the start and finishing date as listed in the current Date and Prices listing itinerary. We will send you a confirmation of a pick-up time and pick-up point. In the event that a participant arrives a day early, Pure Food Wine and Cooking Tours takes no responsibility for transfers or accommodation costs, although we are happy to recommend an agent for pre-tour accommodation and transfers or we can make arrangements for pre-tour accommodation and transfers for participants at your own cost. Extra pre-tour accommodation and transfers will be quoted prior to the tour and upon confirmation will be added to the tour cost.

11. Baggage Allowance

Pure Food Wine and Cooking Tours recommends participants carry handbags/small backpacks or your desired personal bag for keeping valuables to take on guided visits. We recommend a small cabin bag and one suitcase per person, preferably with wheels. It is recommended participants bring luggage they can comfortably carry/wheel themselves. For those of you who find it difficult to carry/lift your own luggage, we do offer assistance with loading luggage onto and off busses, boats, into hotels and booked accommodation at no extra cost.

12. Tour Participation

All meals and beverages as stated in the inclusions are included in the price of the tour. Participants who do not attend tour-included lunches and dinners and who wish to dine/drink outside of the included tour listed restaurants and hotels will incur their own charges, payable by them to the service provider. These extra charges are not the responsibility of Pure Food Wine Tours.

Pure Food and Wine Tours has designed a fun filled, interesting and diverse tour itinerary, although it is very flexible, and participants are welcome to take time off from the program whenever they like. The program events that participants opt out of, are non-refundable and cannot be taken at another time. If you wish to participate in any activities not listed in the tour included activities, we are happy to arrange these at your own cost.

During the tour, transport and accommodation services and other planned activities may necessitate variations to the itinerary without notice.

13. Fitness Levels for the Tours

To enjoy the Pure Food Wine and Cooking Tours, you will require a low to medium level of fitness. It will be necessary to be able to walk or stroll at a leisurely pace for periods of up to two hours, with short breaks available during these periods. Where possible, Pure Food Wine and Cooking Tours will endeavour to accommodate participants who may not be able to walk long distances or for only short periods of time. Any important health issues, physical or mental or specific dietary requirements must be made known to us verbally and on the booking form so that we can accommodate these requests. Bear in mind that there are winding roads that we will be travelling on if you suffer from travel sickness. Pure Food Wine and Cooking Tours reserves the right to remove any participant whose conduct is deemed dangerous or incompatible, depending on the severity of the conduct – any fees incurred by the participant to leave the tour will be at the participants own costs. Our responsibility is always and will be in the interest of safety of the other passengers and guides.

14. Responsibilities

Pure Food Wine and Cooking Tours acts as the supplier of the tour operation services in conjunction with Gianluca D'Alia - Director of "Paesaggio Sicilia" as the agent. Pure Food Wine and Cooking Tours is a guiding service for all persons taking these tours and assists in the booking and coordination of transportation, sightseeing, and hotel accommodation. These services are not provided by Pure Food Wine and Cooking Tours but by hoteliers, service providers and transportation companies which act independently and not within our control. Although we take reasonable care to select such service providers, Pure Food Wine and Cooking Tours, tour escorts, guides and associated agents accept no responsibility whether in negligence or contract for any sickness, injury, death, accident, damage, loss, cancellation, delay, failure to deliver or partial or inadequate delivery of services, disappointed expectation, additional expenses or other unforeseen events caused in connection with those service providers, their employees, agents, servants or representatives.

We do not accept any liability caused directly or indirectly by events beyond our control, including but without limitation to acts of government, civil disturbances, acts of terrorism, war or threat of war, quarantines, fire, strikes, floods, weather conditions, disease epidemics, natural disasters, accidents or failure of machinery or equipment, theft, or other disturbances of any kind which cancel, interfere with, or add cost to the services requested. In this clause the expression 'eligible parties' shall include any carrier, tour operator, tour escort(s) or other provider of any service in respect of a tour. These conditions of booking shall form part of the contract between the client and Pure Food Wine and Cooking Tours.

Pure Food Wine and Cooking Tours make a considered effort to ensure that all information posted on our website is up-to-date and accurate. However, we are unable to guarantee the complete accuracy of all hotels, accommodation, and itinerary information at all times. Pure Food Wine and Cooking Tours does not guarantee that the website and information is free from errors and we reserve the right to change and amend information when it comes to hand as it relates to the services of the company.

15. COVID Safe Practices

Please see the updated Health and Travel information for Italy at <https://www.smartraveller.gov.au/destinations/europe/italy>

Covid Safe Plan

Hygiene practices

Pure Food Wine & Cooking Tours will:-

Provide hand sanitiser to participants unless handwashing facilities are available
Encourage participants to bring their own hand sanitiser on remote tours
Place signage around tour vehicles / vessels to remind staff and passengers to maintain hygiene practices
Advise participants to keep Pure Food Wine & Cooking Tours up to date with their health in regards to covid infection close to the tour departure date.

Pure Food Wine & Cooking Tours will ensure all guests:-

With a suspected communicable disease (showing symptoms including coughing, sneezing or flu-like symptoms) should be advised not to attend activities or services.

Wash hands frequently with soap and water or use hand sanitiser at the beginning, during and end of a tour, after going to the bathroom, before and after eating and after touching your face or hair

Avoid touching their eyes, mouth and nose

Any participants who is unwell with symptoms such as sore throat, runny or blocked nose, coughing or sneezing should stay at home and not attend tours.

For serious conditions if you have symptoms, stay in the hotel. Do not go to the emergency room or the doctor's surgery. Call the 'guardia medica' (out-of-hours primary care service). You can also call the Regional telephone information hotlines or Covid-19 information line (1500).

If you need urgent medical assistance, call 112. English speaking operators are available. Medical facilities are good in major cities and limited in rural areas.

Australia has a Reciprocal Health Care Agreement with Italy. You can get treated in public medical facilities if you show your Medicare card and Australian passport. You still need travel insurance.

Pure Food Wine & Cooking Tours staff will :-

Not attend work if they are unwell

Wash hands regularly or using hand sanitiser will offer more protection against COVID-19 than wearing gloves.

Encourage participants to maintain 1.5 metres distance from others

Arrange seating so passengers of different booking groups are not seated face-to-face

Encourage persons from your tour group to maintain 1.5 metres apart from other tour groups

Ensure staff and passengers are aware of the maximum capacity of persons on vehicles / vessels that will allow for people and groups to maintain physical distancing

Place signage around the tour vehicle / vessel to discourage participants crowding together in any one area

Encourage tour groups to remain 1.5 metres apart when moving around a vessel or on guided tour

If there are times where participants need to be closer than 1.5 metres apart, ensure the time spent in close contact is minimised with particular focus on minimising face-to-face close contact, which should be less than 15 minutes face to face.

Cleaning and disinfecting

Maintain thorough cleaning and disinfection of facilities, transport vehicles and equipment

Clean shared surfaces more frequently, at least twice a day or after each tour group. This could include door handles, bathrooms, handrails, armrests, and equipment

If you think a surface may be contaminated, clean it with a common household disinfectant to kill the virus

Cleaning on bus and transportation

Uses cleaning chemicals that are effective against coronavirus.

Linens, towels and laundry washed in line with local authority guidelines.

Guest accommodation is disinfected between stays.

Equipment for activities is disinfected before and/or after use.

Safety features

Staff follow all safety protocols as directed by the local government.

Hand sanitizer available in guest rooms, key areas, on buses and during the tour at all times

First aid kit is available.

Protective masks are available for all staff.

Protective masks available for clients.