

CINQUE TERRE RIVIERA EXPERIENCES RULES

About Us

Cinque Terre Riviera works as travel agent and incoming tour operator for all the experiences, activities and tours that we provide on our website. We do not own and manage the services that you book on this site directly. All the services as concerts, classes and tours on our site are provided by companies that we cooperate with. This way we have contract rates for each company that we collaborate with.

All Experiences Bookings Are Subject To These Terms and Conditions

By submitting your booking to us, you represent to us that you have the authority to make the booking for you or on behalf of your party and that you accept on behalf of your party that the booking is subject to these Terms and Conditions. A contract exists as soon as we issue our Booking Confirmation.

You should check the details of your confirmation carefully and promptly to ensure that it accurately reflects the booking you have requested.

You should immediately inform us of any discrepancies or alterations. If the tour date is less than 14 days from the day of issue of the Booking Confirmation notification of any discrepancies or changes should be made within 24 hours of that day. In all other cases, you should notify us when receipt of the Booking Confirmation.

Boat Tours Info

Please, for your comfort, always wear casual clothes
Bring Swimsuits and Sun cream.
Change of clothes to be used after the activities.
Plastic bag to wrap your wet clothes.

Hiking Tours Info

Please, for your comfort, always wear casual clothes.
Bring Sun cream.
Wear hiking shoes and follow the National Park Rules for having access to the trails.

Cooking Classes & Wine Tastings

No dress code, but for your comfort, always wear casual clothes.

Concerts

No dress code. Food and Drinks won't be allowed in the venue.

Prices

All experiences prices on the website are subject to change without prior notifications. However, once you have made your booking and receipt of the Booking Confirmation, the price of your tour will not be affected by any change, unless Town Hall or State Taxes will be extraordinary charged on those services.

Payment Methods

They will vary depending on chosen experience
You will be prompted online on payment method after service selection

- Full payment credit card online
- Deposit online - balance locally cash at Cinque Terre Riviera Office
- Small deposit and balance on the spot paid cash directly to providers of service
- On the spot cash or credit card payment at Cinque Terre Riviera office in Vernazza

Alterations to Bookings

If, after your payment has been received, you wish to change your experience in any way, we will do what we reasonably can to accommodate such changes, but it may not always be possible.

If you or any member of your party is unable to proceed with the tour, you can transfer the booking to a substitute person, provided that they satisfy all the conditions applicable to the original booking and we receive your request at least two days before commencement of the tour. Any request for changes to be made must be in writing an email by the Lead Name in your party. You will be liable to pay any costs and expenses that we incur in making this alteration.

Should you request a significant alteration to the course/ event booking within four days of the commencement date (such as a change of date, decrease in group size), then this will be treated as re-booking.

Customers wishing to add to a party after the initial booking will only be able to do so if sufficient places are available. Availability should not be assumed, and you should contact us to check availability first.

The price of your tour may increase or decrease to reflect the changes requested by you, but please note that a reduction in numbers attending a program/event will not necessarily result in a discount in the price of the booking.

Cancellations

You may cancel your experience any time. Written notification from the Lead Name in your Group is required. Cancellation will only be accepted for payment of the cancellation charges as set out below:
The following cancellation fees apply:

Boat Tours, Cooking Classes, Hiking Tours, Wine tastings

From reservation to 30 days before tour – 10% penalty
29 days to 4 days before tour – 30% penalty
4 days before till day even no refund

Refunds will be sent to your cards accordingly within 7 working days

Postponement Due To Bad Weather

On some occasions, activities may need to be postponed due to bad weather. We will offer you alternative dates.
If you are unable or unwilling to accept these, we will refund the entire paid amount.

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Health

For some experiences and for reaching venues and activities locations all participants must be physically fit and able. They must, at the time of booking, advise of any illness or disability (such as diabetes, epilepsy, asthma, heart condition, recent injuries, hearing impairment, visual impairment, etc) that may affect their ability to participate.

Participants must bring any necessary medication with them and ensure that staff is made aware of what medicine this is and how it is to be administered. Be advised that some of the activity locations are remote and self-contained.

Cinque Terre Riviera reserves the right to refuse any booking on medical grounds if the medical condition is considered to be detrimental to the safety and smooth running of the activities.

Safety & Circumstances Beyond Our Control

As your security is our primary concern and tour companies that we cooperate with, the main concern. A tour may be cancelled or re-scheduled or curtailed by us or tour companies in weather conditions which may in our view make the tour dangerous or unsafe or due to circumstances beyond our control (including staff illness).

The companies that we cooperate with may also cancel, postpone or re-schedule a class/event where there are not enough people booked on the tour making it viable.

In appropriate circumstances, the tour type and/or itinerary may be altered as necessary. The tour leader and duty manager, of tour companies that we cooperate with, have primary responsibility for the safety of the crew, guests and craft at all times and his/her decision are final.

If any member of your party commits an illegal or potentially dangerous act, including carrying or taking drugs during or before a course/event, is under the influence of alcohol, persistently disregards the instructions of tour leader or duty manager, of tour companies, or is disruptive or exhibits challenging behaviour. The tour director and service manager reserve the right to terminate such persons' participation in the class/event with no responsibility to them. In such an event there will be no right to any refund and tour companies reserve the right to make a claim for costs and losses incurred.

Photo & Video Usage

Tour companies frequently take pictures and video of customers, both adults and under 16's. We and our tour companies reserve the right to use these in our brochures, social media and in any other promotional material. If you wish to opt out, please send an e-mail to info@cinqueterriviera.com.

Damage By Customers

Should injury or loss to premises, venues, vessels, persons or equipment be caused as a result of wilful harm or gross negligence by a client, a client under the influence of alcohol or drugs or as a consequence of refusal or failure to obey instructions given by our course/event companies staff, then he or she will be liable for the full amount of repair or replacement and any resulting costs. The course/event leader reserves the right to terminate the tour immediately.

Insurance

The client is urged to protect his/her investment with travel insurance.

The companies we cooperate with provide accident expenses insurance and each, of tour companies that we work with have its terms and conditions of insurance.

We Cinque Terre Riviera act as agent. We do not provide and not obliged to pay or replace customers belonging that lost during the tour. We do not provide and not required to pay accident expenses insurance to clients or tour companies employee & equipment.

Complaints

At each boat tour companies, there is a Duty Manager who is always available to deal with any issues arising from your activities, and it is essential you raise any issues during your course/activity so they can be dealt with immediately.

**CINQUE TERRE RIVIERA
IS A TRADE MARK**

