



Terms and Conditions

Play Italy tours are operated by Italian Local Expert S.r.l. (“We,” “Us,” “Our,” “Play Italy”), with whom you will contract for the terms of your tour, on these Terms and Conditions. Any booking made for a Play Italy tour sold by Italian Local Expert S.r.l. will be subject to these Terms and Conditions.

All Terms and Conditions are published on <https://www.playitaly.com> (“Website”).

Those Terms and Conditions, together with the information relating to your specific tour, included in our brochures, on the Website or shared with you by any means of communication, represents our Contract with you.

Booking Conditions

Please read these Terms and Conditions carefully, as they contain important information about your booking. The applicable Terms and Conditions will be those confirmed at the time of booking.

Terms of the Contract

Play Italy tours are organized by Italian Local Expert S.r.l. and offered for sale through our Website, Online Travel Agencies (“OTA”), authorized sales channels, or offline.

Play Italy contracts with you as the principal supplier for the sale of the Play Italy components of your tour.

While every effort is made to ensure that the information published on our Website is accurate and up to date, Play Italy reserves the right to make changes. Any such changes may be communicated to you even after a booking has been made.

Your Contract with Play Italy becomes effective once we receive a deposit or a full payment, as per Clause 2.2, and you receive a confirmation from us. Failure to settle the full balance by the due date may result in the cancellation of your tour and application of cancellation charges set at Clause 3.

Acceptance of these Terms and Conditions

- **Online sales:** acceptance occurs via checkbox (or equivalent electronic confirmation) at checkout and is legally binding.
- **OTA sales:** the OTA acts as intermediary. These Terms and Conditions apply to the extent not inconsistent with mandatory OTA terms and applicable law, which you will also need to accept.
- **Offline sales:** acceptance occurs by completing and returning the [Travel Information Form](#).

PLAY ITALY

Via Angri n. 57, 80065, Sant'Agnesello (NA)
info@playitaly.com | P.IVA 09783001218 | CF 09783001218



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1. PRICES

Prices are per person and may include:

- accommodations;
- transportation;
- excursions;
- experiences;
- local guides;
- meals;
- special events;
- Play Italy assistance.

Play Italy's per-person rates are based on the room type selected by the client. Rooms with two beds are generally assigned as double occupancy, rates for single occupancy are higher, while triple rooms typically consist of two standard beds plus a rollaway bed.

All services are subject to availability until the booking is finalized. After paying your deposit or full balance, Play Italy will confirm the bookings. If the selected services are not available, a comparable alternative will be recommended; if unavailable, alternative services will be offered, which may result in an increase or decrease in the overall tour price.

The price of your tour is fully guaranteed once the deposit has been confirmed on our side.

Once services are confirmed, changes by the customer may not be possible or be subject to additional costs or change fees.

Personal expenses such as airline excess luggage charges, phone calls, room service, beverages, laundry, tips and gratuities, city taxes (to be paid directly at the accommodation) and other optional extras are not included, unless expressly stated in your confirmation.

2. PAYMENT TERMS

2.1 Booking Procedure

The tour arrangements shown in our brochure, on our website, on OTAs or proposed to you by any means of communication are flexible. If you wish to extend your stay before or after the tour, or make any other arrangements, please provide full details in writing at the time of booking.

A booking is fully confirmed once a deposit has been paid and you have received a confirmation from us.

To secure your tour until the balance payment date, a deposit must be received by the specified deposit due date, unless you provide us with the full balance at the time of booking.

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2.2 Deposit and Balance

A deposit equal to 50% of the total tour cost is required at the time of booking in order to secure the reservation.

The Client acknowledges and agrees that 50% of the deposit (corresponding to 25% of the total tour cost) is non-refundable once the booking is confirmed, covering consultancy, planning, administrative costs, and advance payments to suppliers.

The remaining balance must be paid no later than 60 days prior to the tour departure date.

Failure to pay the balance by the due date may result in cancellation of the booking without notice and the application of cancellation charges set at Clause 3..

3. CANCELLATION AND REFUND POLICY

Cancellations will only be accepted in writing by email from the person who made the booking.

3.1 Cancellation Charges

Cancellation charges are calculated on the total tour cost:

- Between 60 and 30 days before departure: 50% of the total tour cost, corresponding to the deposit;
- Less than 30 days before departure: 100% of the total tour cost.

Where cancellation occurs before the balance due date, the applicable non-refundable portion of the deposit will be retained.

If you are to leave the trip after it has started, you agree that no refund will be available to you for any unused services of the trip. This includes all the services included in your tour.

3.2 Non-refundable Services

Certain travel arrangements (e.g. flights, trains, entrance tickets to museums, palaces, castles, theatres, concerts, or boat tours) are always non-refundable, and any alteration request on them incur in a cancellation charge of up to 100% of that particular component.

No credit or refund is available for any unused services included in your holiday.

3.3 Refund Method

Cancellations may be refunded via wire transfer or via travel voucher, where applicable.

If a cash refund is requested and approved, it will be net of payment processing fees.

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4. CHANGES TO THE ITINERARY

4.1 Itinerary Changes by Play Italy

Play Italy makes every reasonable effort to operate all tours as stated in the information relating to your specific tour that you wish to book included in our brochures, on our Website or shared with you by any means of communication. However, we reserve the right to modify itineraries whenever necessary.

Itinerary schedules may be altered due to local circumstances, unscheduled closures, supplier changes, weather, safety considerations, or other unforeseen events. We will make every effort to include all elements of the programme or provide a suitable alternative, which will be communicated to you.

4.2 Excursion and Timing

If you are scheduled to arrive past the accommodation's check-in time or your arrival is delayed beyond this time, you must inform Play Italy so that we can inform the accommodation provider.

It is your responsibility to arrive on time for excursions. If any excursion is missed due to tardiness, failure to meet at the designated check-in/pick-up area, and/or any other negligence on your behalf, Play Italy cannot be held responsible and you will not be eligible for a refund.

5. TRAVEL DOCUMENTS & RESPONSIBILITIES

5.1 Customer Responsibility and Documentation

Clients must check all travel documents within 72 hours of receipt. Failure to check documents and report errors within this timeframe may invalidate any future claims.

Final documents with the itinerary will be sent electronically (10 days before departure) and may include joining instructions, contact details, suggestions, and other essential information.

5.2 Passports, Visas, and Immigration Requirements

Play Italy can provide general guidance on passport, visa, and immigration requirements for your tour. However, ensuring that you meet all specific passport, visa, and other immigration requirements is your responsibility, and you should confirm these directly with the relevant Embassies or Consulates.

It is your responsibility to ensure that you and all members of your party hold the necessary travel and health documents and comply with all other immigration requirements before traveling.

If you or any member of your party is not an Italian citizen or holds a non-Italian passport, you must verify passport and visa requirements with the embassy or consulate of the countries to which, or through which, you will be traveling.

Play Italy accepts no liability if you are unable to travel due to failure to comply with passport, visa, or immigration requirements, denied boarding, or denied entry.

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5.3 Luggage and Personal Belongings

Although every effort is made to handle guests' luggage with care, Play Italy cannot be held responsible for loss of or damage to luggage and personal belongings resulting from breakage, theft, or normal wear and tear during hotel stays or ground transportation handling. We strongly recommend that you obtain adequate travel insurance to cover such risks.

Baggage allowances and limits for checked and carry-on luggage vary by airline, so we recommend verifying your airline's policies on number, size, and weight to avoid excess fees.

5.4 Car Rental

If a car rental is included in your booked package, the client must hold a valid international driving permit, which must be obtained in the client's country of origin, and 1 or 2 credit cards for the rental deposit.

5.5 Reasonable Behavior

You accept responsibility for the proper conduct of all members of your party. Play Italy reserves the right to terminate participation and/or assistance if behavior poses danger, harassment, distress, or damage.

You must reimburse any damages caused to accommodation, transportation, or other service providers and indemnify Play Italy for related claims and costs.

6. LIABILITY AND ASSUMPTION OF RISK

6.1 Assumption of Risk

Travel involves inherent and unavoidable risks. By booking and/or participating, each Participant acknowledges and voluntarily assumes all risks associated with travel, including but not limited to: transportation by car, van, train, ferry, boat, water taxi, gondola, aircraft, or the rental, driving, or use of cars, scooters, or Vespas, including compliance with local traffic laws and licensing requirements; stays in hotels, resorts, or other accommodation facilities; visits to cultural, historical, archaeological, or heritage sites (including museums, ruins, and parks); walking tours on uneven surfaces, stairs, cobblestone streets, historic centers, and archaeological terrain; food and wine tastings, cooking classes, and consumption of food or alcohol; weather conditions, crowds, environmental factors, local conditions; and acts or omissions of independent third-party suppliers.

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6.2 Release of Liability

To the fullest extent permitted by applicable law, the Participant releases and discharges Play Italy, its directors, officers, employees, agents, and suppliers from any claims arising out of or related to participation in the tour, including claims resulting from negligence, where permitted by law.

6.3 Indemnification

The Participant agrees to indemnify and hold harmless Play Italy from any claims, damages, losses, or expenses (including legal fees) arising from the Participant's conduct or breach of these Booking Conditions.

6.4 Limits of Liability

Play Italy will make every effort to ensure that services are provided as described. However, we are not liable for any failure resulting from: you or a member of your party; a third party unconnected with the provision of your travel arrangements; unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even with all due care.

Our liability may also be limited in accordance with relevant international conventions and/or contractual terms of transportation providers and other suppliers.

6.5 Flights Policy

Clients may purchase flights through Play Italy, which acts solely as an intermediary. When purchased, flights are subject to immediate full payment and processed as a separate transaction. Tickets are non-refundable once issued, including the Play Italy handling fee, unless the customer requests a refundable ticket. In that case only the Play Italy handling fee will be non-refundable.

All terms and conditions of the airline or ticket provider apply. Play Italy is not responsible for issues arising from flights unrelated to the ticket issuance (e.g., delays, cancellations, denied boarding).

Any refund permitted by the airline for specific reasons may be subject to submission of appropriate supporting documentation as required by the airline, which must be provided by email.

6.6 Transportation Delays and Missed Services

Play Italy is unable to provide refunds for unused services such as missed transfers due to airline complications, missed excursions, and unused accommodations for flight delays or cancellations.

7. INSURANCE

We strongly recommend that you obtain appropriate travel insurance covering cancellation, illness, repatriation, loss of luggage, personal belongings, and any related risks. Obtaining and maintaining such insurance is your sole responsibility.

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8. FORCE MAJEURE

Play Italy is not obliged to provide full refunds for events beyond our control, including but not limited to natural disasters, war, terrorism, pandemics, industrial disputes, or severe weather.

Force majeure means any unusual, unforeseeable, or extraordinary circumstances beyond our control, including (but not limited to) acts of God, war (declared or undeclared), terrorism, riots, accidents, natural or nuclear disasters, disease outbreaks, industrial disputes, fire, severe weather, or other events.

In genuine circumstances, Play Italy may offer alternative solutions or partial refunds at its discretion.

9. GOVERNING LAW

These Booking Conditions are governed by Italian law. Any disputes arising from or in connection with your booking with Play Italy shall be subject to the exclusive jurisdiction of the competent court of Torre Annunziata (Naples), Italy.

10. PHOTOGRAPHY AND VIDEO ON TOUR

Play Italy may occasionally use photographs and/or videos taken by yourself, Play Italy guides, staff or professional photographers for promotional purposes. By accepting these Terms and Conditions, you consent to the use of your image for such purposes.

All personal data will be processed and stored in accordance with applicable data protection laws and the principles of fairness, transparency, and confidentiality, and will be used exclusively for purposes related to the activity authorized. You may at any time request access to, rectification, or deletion of your data, or withdraw your consent, by writing to booking@playitaly.com, in accordance with EU Regulation 679/2016 (GDPR) and Law 163/2017.

11. COMPLAINTS

If a problem arises during your holiday, please notify your Play Italy representative immediately, who will make every effort to resolve the issue.

If your complaint is not resolved on the spot, please submit it by writing to booking@playitaly.com within 28 days of your return, including your booking reference and all relevant details.

Failure to follow this procedure may prevent us from investigating and resolving your complaint during your Play Italy holiday, which could affect your rights under this contract.

12. MINORS

If you are under 18 years of age, a parent or legal guardian must provide consent at the time of booking and, where applicable, pay any required breakage deposit.

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