

## BOOKING FORM FOR TOURS AND ACTIVITIES

### GUESTS' DETAILS

First name & last name		N° of adults	
Booking reference		N° of children	
Email address		age of children	
Billing address	please complete		

### SERVICES AND ACTIVITIES

Date of service /activity	Description of service and or activity OR CODE	Total rate
<b>TOTAL AMOUNT FOR TOURS &amp; ACTIVITIES</b>	€	€
<b>CREDIT CARD FEE (+1% of total amount)</b>	€	

### PAYMENT - AUTHORIZATION OF CHARGE TO CREDIT CARD

The credit card holder \_\_\_\_\_  
Name(s) Surname

authorizes the withdrawal of the above mentioned total amount from the following credit card:

**Credit card type:** \_\_\_\_\_ **Credit card number:** \_\_\_\_\_  
(Visa, Mastercard, WE DO NOT ACCEPT AMERICAN EXPRESS)

**Expiry date:** \_\_\_ / \_\_\_ **Holder's Signature:** \_\_\_\_\_  
MM YYYY

## Instructions for booking and cancellation policy

### WHAT YOU ARE BOOKING

The services and activities you are booking through this form are arranged and carried out by Arianna & Friends - a local Tour Operator based in Peccioli - in cooperation with the concierge staff at ANTICA FORNACE. This booking form is issued by the Tour Operator and is valid as booking contract for the listed services and activities in accordance to the Italian Law on tour services.

### HOW TO CHECK AVAILABILITY

All tours and activities are carefully planned on a small group or individual scale and involve the cooperation of farmers, workers, chefs, guides etc.. The visited places are subject to varied opening hours or may open exclusively for us. For this the Tour Operator and ANTICA FORNACE need to check availability first and then confirm with the guests. The Tour Operator booking office is open from Monday to Friday from 9am to 1 pm and from 3pm to 7pm. At weekends an operator is able to collect the request and a reply is guaranteed on Monday mornings. As a consequence, we suggest to book any service as early as possible and in any case not later than 2 days beforehand.

### HOW TO BOOK

Booking occurs through the advanced payment of the total amount as per booking form by credit card. The guest can contact the Tour Operator directly with this present form or alternatively the concierge staff at ANTICA FORNACE collects any necessary information through the booking form and passes it to the Tour Operator. The Tour Operator charges the agreed amount to the guests' credit card and finally informs the concierge staff and the guest of the successful booking.

### CANCELLATION POLICY

In case of cancellation by guests, they are requested to contact the Tour Operator immediately. In the schedule below they can find the percentage related to the entire amount of booking that will be retained as a cancellation fee depending on the number of days preceding their arrival date.

From	To	Cancellation fee
Reservation	50 days before booked service	30%
49 days before booked service	30 days before booked service	50%
29 days before booked service	15 days before booked service	70%
14 days before booked service	0 days before booked service	100%

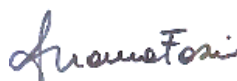
In case of cancellation by the Tour Operator for accidental reasons or circumstances beyond the Tour Operator's control, the travel agency will refund the customer the entire amount already paid. Only € 10 per person will be retained as booking fees.

### PRIVACY POLICY

The Tour Operator Arianna & Friends Srl complies with the obligations under the 2003 Italian Data Protection Act (Decreto Legislativo n.196/03). Contacts and other personal details provided are stored by the Tour Operator for the only aim of booking the listed services. The Tour Operator understands the importance of maintaining the confidentiality of the information stored through the present booking form and will never willfully disclose individually identifiable information about any guest to any party without first receiving permission from them. Nonetheless, the Tour Operator is obliged to pass such information on to security or credit checking companies and to public authorities such as customs, immigration offices or police, if required by law. The traveler can remove any of the information that the T.O. stores about them, at any time, by sending an email to [info@ariannandfriends.com](mailto:info@ariannandfriends.com) with a request of deletion from its database.

This booking contract is understood, accepted and agreed by

The Tour Operator



**ARIANNA & FRIENDS s.r.l.**  
**TOURIST SERVICES IN TUSCANY**  
 Via G. Mazzini, 71 - 56037 PECCIOLI (PI)  
 Tel. +39-0587-691878 Fax +39-0587-672088  
[www.ariannandfriends.com](http://www.ariannandfriends.com)  
 P.I. e C.F. 01835170505

The Guest

Arianna Fazio  
 ENG - DEU

Consuelo Bruschi  
 ENG - ESP

Veronica Beccari  
 ENG - RUS

Luca Barsottini  
 ENG - ESP - FRA

Massimo Pasqualetti  
 ENG - DEU - RUS - ESP