

PRE-CONTRACTUAL INFORMATION DOCUMENT

Tour: Carmelita's Italian Adventure – Sicily Food & Wine Journey

The purpose of this document is to provide the client with all necessary information and contractual conditions prior to the definitive confirmation of the holiday package.

1. Trip Summary and Logistic Details

- **Tour Name:** CARMELITA'S ITALIAN ADVENTURE - Sicilian Food & Wine Journey.
- **Travel Period:** From October 12 to October 23, 2026.
- **Duration:** 12 days and 11 nights.
- **Itinerary:** From Palermo to Cefalù , including scheduled stops in Erice , Marsala , Agrigento , Caltagirone , Catania , and Taormina.
- **Group Size:** Minimum 15 participants.
- **Travel Style:** Boutique luxury in selected European 4-star properties.

2. Payment Conditions

To confirm and secure the booking of land services, payments must be settled according to the following deadlines:

- **Deposit: 30% of the total amount** to be paid concurrently with the booking to definitively lock in the services.
- **Final Balance:** To be paid mandatory **no later than September 02, 2026.**
- **Commissions and Currency Exchange:** Please note that international transaction fees and USD/EUR currency exchange commissions will be applied in addition to the total cost of the package. These commissions will be clearly indicated during the payment process based on the method selected by the client.
- **How to pay:** Pay By Link (select your preferred method: Credit Card, PayPal, Apple Pay, Google Pay, Bank Transfer - all methods will be indicated in the payment link with the relevant amounts)

3. Cancellation Policy, Penalties, and Withdrawal

Due to the strict policies of local suppliers and the necessity of booking exclusive, non-refundable services well in advance, the following penalties apply:

- **Cancellation Penalty:** The trip is subject to a **100% cancellation fee** from the moment the booking becomes definitive. Many of the services included in the program require advance confirmation deposits and completely lack refund flexibility from the providers.
- **Cooling-Off / Grace Period (Deposit Recovery):**
 - **Bookings made more than 120 days prior to departure:** A grace period of **8 days** from the date of payment is granted to request a full recovery of the deposit. After this timeframe, the booking officially becomes non-refundable.
 - **Bookings made within 120 days prior to departure:** The maximum time allowed to revoke the booking and recover the deposit is strictly limited to **48 hours.**

Important Note and Exclusion: International flights to/from Palermo (PMO) are not included

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4. Proposed Hotel Accommodations

All selected properties belong to the 4-star category , offering accommodation in rooms with private en-suite bathrooms and an included continental breakfast:

Location	Default Property	Soggiorno / Duration
Palermo	Hotel President ****	2 Nights (Days 1-2)
Marsala	Baitan Hotel ****	4 Nights (Days 3-6)
Agrigento	Hotel Costazzurra ****	1 Night (Day 7)
Catania	Hotel Plaza ****	2 Nights (Days 8-9)
Cefalù	Santa Lucia Le Sabbie d'Oro ****	2 Nights (Days 10-11)

The hotels listed are our preferred selections; should a listed property be unavailable, a similar alternative of equivalent standard will be arranged.

5. Main Included and Excluded Services

What the package INCLUDES:

- Accommodation for 11 nights in 4-star properties, all en-suite.
- Continental breakfast at every hotel.
- Collective transfers to/from the airport (one-size-fits-all - time defined based on the participant arrival schedule)
- Bus GT according to the excursions and experiences
- Meals from Dinner on October 12th to Dinner on October 22st (Meals divided between restaurants, wineries, tastings, light lunches, aperitifs, taverns and trattorias as program)
- Street food in Palermo
- Wine Tasting in Palermo
- Cous Cous Tasting in San Vito lo Capo
- Aperitif at the Saline at sunset
- Winery visit with lunch in Marsala
- Ticket to Valle dei Templi
- Cooking class + Dinner in Calia Farm (or similar)
- Ceramic making workshop in Caltagirone
- Wine tasting in Etna

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- City Taxes
- Tour Leader/Assistant Mondo Facile Viaggi for the duration of the tour
- Professional Guide English-speaking, Half Day for all Days
- Travel insurance policy covering only the portion of the tour, including emergency medical expenses, baggage and travel cancellation (insurance broker terms and conditions apply)

What the package DOES NOT INCLUDE:

- International flights to and from Palermo PMO airport.
- Lunches and dinners that are not explicitly indicated within the itinerary program.
- Optional excursions and activities not included in the base package.
- Strictly personal expenses and beverages ordered outside of specified meals.
- Entry visa fees, where applicable.
- Entrance fees to museums or monuments not expressly listed in the program.

6. International Ticketing Service

- Please note that the organizer offers an optional service for the sole issuance of international airline ticketing.
- This service is rendered **exclusively upon express request by the client**.
- The corresponding flight quotation will be formulated and sent directly to the contact details provided by the client.
- Should the service be confirmed and purchased, the ticketing will be considered and **treated as a 'standalone service' (individual tourist service)** and not as an integral or combined component of the regulated package holiday.
- Consequently, the organizer **assumes no liability** for any disservice, issue, delay, or damage directly attributable to airline management or external causes inherent to the reservation (including, but not limited to: flight delays, cancellations, operational itinerary or schedule changes, lost baggage, denied boarding/overbooking, etc.). Any potential claims, refund requests, or financial compensation must be submitted by the passenger directly to the operating air carrier.

RECOMMENDED FLIGHTS:

- **Outbound:** Washington (IAD) 15:25 – Palermo (PMO) 10:15 (+1)
- **Return:** Palermo (PMO) 11:55 – Washington (IAD) 19:25
- *Please note:* Flight schedules may be subject to variations by the airline; these hours are provided for illustrative purposes only.

7. Travel Documents and Passenger Rights

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Valid Documents for Departure:

- **PASSPORT IN COURSE OF VALIDITY**

Fundamental Passenger Rights (under EU Directive 2015/2302):

- **Execution Liability:** There is always at least one professional responsible for the proper execution of all travel services included in the contract.
- **Emergency Point of Contact:** Travelers are communicated an emergency telephone number or the details of a contact point through which they can reach the organizer or the travel agent.
- **Transfer of the Package:** Travelers may transfer the package to another person, subject to reasonable notice and potentially upon payment of additional costs (if applicable).
- **Price Changes:** The price of the package may be increased only if specific costs rise (for instance, fuel prices) and if expressly provided for in the contract, and in any event no later than 20 days before the start of the package. If the price increase exceeds 8% of the package price, the traveler may terminate the contract. If the organizer reserves the right to increase the price, the traveler is entitled to a price reduction if there is a decrease in the relevant costs.
- **Alternative Solutions During Travel:** If, after the start of the package, significant elements of it cannot be provided as agreed, suitable alternative arrangements must be offered to the traveler at no extra cost.
- **Obligation to Provide Assistance:** The organizer must provide assistance if the traveler is in difficulty.

8. Contacts and Organization References

- **US Representative:** Carmelita (Phone contact: +1 540 226 5548).
- **Booking Representative:** Mondo Facile Viaggi (E-mail: booking@mondofacileviaggi.it).