



Reservation and Condition

Reservation can be sent via

- e-mail address incoming@bassani.it

- fax to the number +39 041 5204009

Reservations must show name and date of the tour booked by the client and the number of people.

Reservations as per contract conditions are automatically confirmed. No reconfirmation is sent by Bassani

Please advise your guests to show up at the meeting points at least 10/15 minutes prior to tour departure

If this information is lacking, suppliers might ask clients to buy new tickets.

Vouchers: a document (voucher) indicating the reservation details is issued for each reserved service. The voucher also will show clearly the **name of the tour**, followed by c/o **BASSANI S.p.A. VENICE** with address and telephone number.

Vouchers must clearly show name and details of the agency to be invoiced.

When all above condition are followed and respected, vouchers are accepted by our suppliers directly. Thence for all tours and packages clients can go directly to the meeting point at the indicated tour time, showing their personal voucher.

In case clients cannot attend at the reserved official tours due to circumstances like bad weather conditions or overbooking situation, Bassani will entirely refund the cost of the tour.

Please be advised that rates and operating days and times might be subject to changes.

Changes and amendments: The date or the time of the tour can be easily changed. This can be made by email/fax or, in case the client is already in Venice, by the client itself, phoning our office during the opening times.

Cancellation and amendments penalties:

Cancellation or amendment within 1 working day (24 hours) prior service date: no penalty

Cancellation or amendment on the same day and no-show: 100% penalty

Herewith conditions have been read and accepted.

Name and Position

Signature
