
Terms & Conditions

ANY INDIVIDUAL WHO REQUESTS INFORMATION FROM PRANZO TOURS, LLC OR PAYS AN ITINERARY DESIGN FEE OR BOOKS A TOUR WITH US AGREES TO THE FOLLOWING TERMS AND CONDITIONS.

1. Reservation

In order to secure a reservation, a deposit of 33% of the total tour cost is required, together with the name, address and birth date of all travelers to share with the provider of your accommodations. This is required by local law. Final payment of the balance must be made before 90 days prior to your travel by check, wire transfer or credit card (excluding American Express). If we do not receive the payment, the tour will be cancelled by the suppliers and we may not be able to resurrect the tour and all reservations as designed. With the final payment, we need a copy of your passport and visas. You must, however, bring them with you. The copies that we obtain, again, are for the providers of your accommodations as required by law. Pranzo Tours required a non-refundable \$200US per person itinerary design fee which is credited toward the cost of your tour if you book with us.

2. Cancellation and Travel Insurance

Should you decide to cancel your tour between the time of your deposit and 90 days prior to traveling, you will forfeit half of the deposit and may be subject to additional cancellation charges by the suppliers in Italy. Given the very personal tours that we provide, after final payment is made, the cost is non-refundable and we urge you to obtain travel insurance for cancellation or any other loss that you may have during travel such as luggage or medical care.

3. Not Included in the Your Tour Price

Your tour price does not include any meals not specified in your approved itinerary, laundry, liquor or wine, mineral water, baggage charges, telephone or internet usage or any other costs of a personal nature. Gratuities for restaurant staff or accommodation staff may be provided on a voluntary basis but tipping customs in Italy are very different and we will guide you through any questions that you may have. Your tour price does not include any airfare or travel to Italy. We may assist with advice regarding train/airplane travel, but you must secure and pay for all such transportation separately. We encourage all clients to obtain necessary reservations for travel to Italy at the same time as securing your reservation with Pranzo Tours, LLC.

4. Photography

Pranzo Tours, LLC takes photographs during your tour and sends them to you after you return. Booking your tour gives us permission to do this. If, however, Pranzo Tours, LLC wishes to use any images of the travelers from your tour in order to promote Pranzo Tours, LLC, we will ask for your permission in writing before using any image.

5. Changes to Your Tour

As a custom tour company, it is our goal to provide as much flexibility as we can. If you want to make changes to your tour, even while you are in Italy, we will be happy to do it if it's possible. Changes and the cost of those changes must be approved by you in advance of making them and payment can be made by credit card or by check upon return.

6. Responsibility

Pranzo Tours, LLC, and its member(s) do not own or operate any entity which is to or does provide goods or services for your trip including, for example, lodging, facilities, airline, vessel or other transportation companies, pack animals, guides or guide services, providers of optional trips, food service, etc. all such persons or providers are independent of Pranzo Tours, LLC. Therefore, Pranzo Tours, LLC is not liable for any negligent or willful act or failure to act of any such person or entity provider or of any other third party. In addition, Pranzo Tours, LLC is not liable for any negligent act or failure to act because of it.

Without limitation, Pranzo Tours, LLC is not responsible for any injury, loss, death, inconvenience, delay or damage to person or property in connection with the provision of any goods or services whether resulting from, but not limited to, acts of God or force majeure, acts of war or civil unrest, insurrection or revolt, animals, labor strikes or other labor activities, epidemics or the threat of one, sickness, illness, the lack of access to appropriate medical attention, climate conditions, overbooking or changes in accommodations, mechanical failure or any means of transportation or the failure of any means of transportation to arrive or depart on time.

Pranzo Tours, LLC reserves the right to correct errors in pricing. We reserve the right to cancel a tour, decline to accept a tour or remove any person from a tour if it is in the best interests of the health, safety and general well-being of the other tour members or if Pranzo Tours, LLC deems it necessary. We make every effort to operate our tours as designed but, if unforeseen circumstances require us to make alterations, we reserve the right to do so.

7. Arbitration

Any controversy or claim arising out of or relating in any way to the Terms of Conditions or relating to your tour or any other information provided by Pranzo Tours, LLC shall be resolved solely and exclusively by binding arbitration before the American Arbitration Association in Connecticut. The AAA within the State of Connecticut shall have sole and exclusive jurisdiction to resolve or arbitrate any such dispute in accordance with its commercial rules then existing.