

DEPOSIT POLICY

Bolzano July 2017

Dear Customers

Since you book with me you will be asked for a deposit of about 20% of the total amount of your tour payable on my Pay Pal account.

For what reason do I ask for a deposit?

With your reservation, I do not only provide a number of days of my work, but I also engage in bookings of hotels, shelters and sometimes even transfers. All this has a preventative cost not only quantifiable in my working hours, but sometimes in other payouts that I have to pay to these services since I reserve them. That is why my 20% deposit request was born: in order to protect not only my working days, but also the services involved in the logistics of your tour.

What if you can not attend the tour?

If at any time, after the payment of the deposit: but before 3 weeks from the start date of the tour, you will experience an incapacitating incident, a serious illness or a personal/family matter: the deposit will be returned to you on the simple basis of your motivations that you will send me by email.

I will believe you on the word and on your basis of honesty.

Just write me your reason and the bank details on which to pay the amount of the deposit that will be returned but without the costs (documented) of Pay Pal management (about 4.2% on average).

For the same reasons as mentioned above, but at less than three weeks to the start of your tour, your deposit will not be refunded, but will be considered valid for the following year for an equivalent tour to be defined on dates.

If at any time you give up on your tour, after paying the deposit, simply because you change your travel plan, or do you not come up at the start date of the tour: the deposit will be deducted and my service will end with the start date of the tour.

IMPORTANT NOTES

We have discussed among alpine guides and we agree that this deposit management policy is correct and very flexible for the Customer.

Fortunately (for me) it has been very rarely happened that customers had to cancel the tour for reasons related to: "an incapacitating incident, a serious illness or a serious personal or family affair".

In these cases I have always returned the deposit.

To date, it has never happened that a customer has changed the idea of traveling in an unmotivated way or that he did not appear on the start date of the tour.

In faith

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