

Bolzano 4 April 2016

DEPOSIT POLICY

Dear Valued Clientele,

Please allow me to clarify the deposit and cancellation policies.
I respectfully ask for a deposit equal to 20% of the total amount of your tour payable on my Pay Pal account.

Why do I ask for a deposit?

Included with your reservation are not only a set number of work days which include my guided expertise, but I also book the hotels, shelters and sometimes even provide the transfers to ensure that your tour is a wonderful experience.

I often have to pay out of pocket / upfront for these reservations, thus this 20% deposit ensures that you and I are committed to the tour and understand that cancellations should not be taken lightly.

This is the reasoning behind my 20% Deposit Guideline it helps to protect not only my working days, but also to cover the services provided by me setting up the logistics of your tour.

It is a bilateral agreement between us to guarantee that we both are committed to these days.

The 20% deposit is refundable only in the following instances.

The Mountain Guide cannot guide the tour due to:

- Accident/Death/Disease or other subsequent incapacity of the Mountain Guide.
- Death of a family member of the Mountain Guide.

Only in these cases will the deposit be refunded directly to your bank account or via Pay Pal.

What if you can't attend the tour?

You have the option of receiving your deposit in the form of a credit for the next year.

Starting from the date of your reservation, I will guarantee you the value of your deposit to be applied toward a future tour until the end of the next year.

This is a great opportunity offered to my clients that other guides do not offer!

If you the client cancels for any reason, the deposit is NOT refundable.

Important Notes

1. Thus far, the mountain guide has never cancelled a tour for any reason.
2. Very rarely has a client ever had to cancel a tour.
3. Fortunately to date, never client has changed their mind about traveling after the reservation and never happen that one client not shown up on the start date of the tour.

The magical Dolomites are awaiting to you!
See you soon here in Bolzano

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