



Arno is the luxury travel division of Florencetown



ITINERARY

CAROLE BUMPUS - COOKING GROUP

BOOKING NO.: 2923

AGENT: Silvia Baldi

PASSENGER(S): **Carole Bumpus - cooking group**

Total participant number: 16

ARRIVAL: 08 Sep 2024 DEPARTURE: 21 Sep 2024

Notes:

We make Travel easy - member of GTN

197 Medical Park Road, Suite 202

Mooresville

US

IATA Code: 34574260

Arno 24/7 emergency contact for guests travelling in Italy +39 344 3443549. The emergency number is available 24/7 with standard phone calls only. WhatsApp messages/calls and mobile texts will not be managed as emergency requests because WhatsApp is not monitored 24/7, WhatsApp is never monitored Sundays.

Florence & Arno Travel srl

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Sun 8 Sep 2024
10:00 AM

Private transfer from Milan airport to Milan hotel

Private Minibus Sprinter 19 seats with driver.
Transfer from Milan Malpensa airport to Milan Hotel.

Sun 8 Sep 2024
3:00 PM

Sina De La Ville Hotel in Milan

4 Star Hotel



Address: Via Hoepli, 6, 20121 Milano
Phone number: +39 02 879 1311

Check - in time: from 3.00pm
Check- out time: until 12.00pm
In: 8th September
Out: 10th September
N. of nights:2
N. of people:16
N. of rooms:8
Room Category: Superior
Board: Breakfast included
Taxes: VAT included
City tax: Not included in the rate, to be paid on site

Mon 9 Sep 2024
9:00 AM

Milan City Tour and Leonardo Last Supper

A morning exploring the best of Milan



Sophisticated, fast-paced, magnetic and definitely cool. Explore the heart of Milan, Italy's main industrial hub and a captivating futuristic metropolis, experience its glamorous atmosphere, during an enlightening visit led by a knowledgeable local guide. Founded in 400 B.C., ruled by the Visconti family and cultivated Sforza lords, who bedecked it with their grandiose namesake castle, the city boasts a refined atmosphere and brilliant contemporary art scene, as well as unique artistic masterpieces. Unveil its diverse cultural value, fascinating heritage and eventful history strolling down the elegant shopping streets and wide avenues, discover the city's grandeur viewing its fine landmarks and palaces, among which the Royal Palace, glistening Galleria Vittorio Emanuele and La Scala Theatre, one of the world's leading opera houses. Peek into the stylish bars, hotels, galleries and restaurants, and learn about the city's rich centuries-old legacy and inventive vision. Marvel at the richness of its most iconic sight, the Duomo, Milan's flamboyant Cathedral: featuring an elaborate pearly white facade adorned with 135 spires and 3400 statues this imposing building looks like a magical fairytale crown! View Leonardo Da Vinci's stupefying Cenacolo, the Last Supper, one of the most famous artworks in the world. Depicting the scene in which Jesus declares that one of the Apostles will betray him the painting boasts an innovative approach: the portrayal of the disciples shows the persons reactions, making the painting a profound study of a variety of diverse human emotions.

After the visit enjoy a short walk reaching the wonderful noble palace Casa degli Atellani, home of Leonardo da Vinci while he was painting the Last Supper, visit, here master Leonardo personally cultivated a vineyard still alive in the house garden.

At the end of the visit enjoy a coffee stop at Marchesi pastry shop with a tasting.

DURATION: 4 hours

INCLUSIONS:

Private professional licensed English-speaking guide for 4 hours
Entrance Fees to the Last Supper and Leonardo's vineyard
Coffee and pastry tasting at Marchesi
Whispers

Mon 9 Sep 2024
9:00 AM

Sprinter 19 seats - daily disposition in Milan

Mon 9 Sep 2024
4:00 PM

Cooking class in Milan

Get your apron tied and follow your chef's instructions to prepare exquisite traditional Milan dishes. Menus are seasonal but you will learn how to make traditional Italian pasta and risotto

with saffron, ossobuco alla Milanese and of course there's a dessert! Measure, mix, mince and stir (and taste of course, to get the seasonings right) as you make your delicious creations. Once everything is ready, sit down and relish the dish you've made with a glass of wine.

INCLUSIONS

- Cooking class with professional chef
- Dinner with wine included

Tue 10 Sep 2024**Private transfer to Florence - stop in Emilia Romagna for tasting lunch**

Sprinter 19 seats and driver ***

After checking out in Milan get transferred to Florence.

Stop en route in a farm in the outskirts of Modena for a tasting lunch with coldcuts, tagliatelle with Bolognese ragu and Lambrusco red wine!

INCLUSIONS

- Bus sprinter 19 seats
- tasting lunch in Emilia Romagna

***This service could be operated with 3 minivans TBC

**Tue 10 Sep 2024
2:00 PM****Hotel Balestri Florence**

Address: Piazza Mentana, 7, 50122 Firenze
Phone number: +39 055 214743

Check - in time: 2.00 pm
Check- out time: 12.00 pm

In: 10th September
Out: 12th September
N. of nights:2

N. of people:16

N. of rooms:8

Room Category:

Board: Breakfast included

Taxes: VAT included

City tax: Not included in the rate, to be paid on site

Wed 11 Sep 2024

Florence full day tour

Explore the city with its flavours and its heritage - market tour and Accademia gallery visit



Explore Tuscany's shimmering gem, Florence, the 'cradle of the Renaissance' which gave birth to thousands of gorgeous artistic masterpieces and thousands of ideas! Meet your dedicated private English-speaking guide and set off on a memorable walking tour of this dazzling city, UNESCO World Heritage Site. Romantic, surprising, enchanting and irresistible, Florence is where a countless number of geniuses such as Michelangelo, Leonardo da Vinci, Brunelleschi and Donatello lived, thrived and created some of the world's most important works of art. Follow your guide, a charismatic expert, and enjoy an insider's view of the town center. Admire the main landmarks and major sights, such as the Duomo and Baptistry, Piazza della Signoria and Ponte Vecchio, catch hidden views and stop for photos in the most evocative spots. Led by your dedicated guide you will have the chance to learn all about Florence's eventful history and centuries-old heritage, including the most fascinating legends and colorful traditions that still live on today.

Yearning for a genuine taste of authentic Florence? Explore the Cradle of the Renaissance using your senses and join the locals in their haunts for a bite of the best! Discover Tuscany's colorful culinary heritage and tempting gourmand specialties firsthand, with a wondrous 'Food Quest' through the charming streets of the city center.

Enjoy a unique insider's view of Florence's thriving heart, a 'sniff' of its appetizing scents and delicious morsels of local delicacies roaming the town led by a specialized gourmet guide.

Crown your day discovering the magnificent Accademia Gallery, home to one of the world's most famous artworks: Michelangelo's David, a masterpiece of Renaissance sculpture. Sculpted in marble by a young Michelangelo between 1501 and 1504, the statue came to symbolize the defense of civil liberties embodied in the Republic of Florence, an independent city-state threatened on all sides by more powerful rival states and by the hegemony of the Medici family. Originally placed beside Palazzo Vecchio, the city town hall, the statue was transferred to the Accademia from Piazza della Signoria in 1873. After delving into the history and artistic value of David enjoy admiring Michelangelo's famous unfinished statues - the Prisoners, St. Matthew and the Pietà - and, time permitting of the other artworks on display, among which 13th to 16th century religious paintings, 19th century plaster sculptures and a unique collection of antique

musical instruments from the Cherubini Conservatory.

Inclusions:

- Two Private guides for 6 hours
- Tasting of local specialties
- Entrance tickets Accademia
- Whispers

Thu 12 Sep 2024

Transfer to Chianti accommodation - wine trail

The best of Tuscany's vineyards, cellars and flavors



Picture it: a unique landscape made of gentle green hills covered by wide rambling vineyards and olive groves, small stone villages and silent parishes. The Chianti hillside is so beautiful and evocative that it has been luring visitors since the 18th century and still today inspires photographers, film directors, poets and writers worldwide. No Italian vacation can be complete without a visit to Chianti, and no Chianti tour can provide the insider's view our signature Tuscany Wine Trail offers! During the day you will discover luxuriant vineyards and mysterious cellars, taste exceptional wines and sample luscious traditional fare prepared with the freshest local products. Carefully crafted to offer our discerning clients an enticing blend of history, local character, views and flavors our tour will lead you to discover the Chianti hills' centuries-old tradition and extraordinary wines. Characterized by the droll unmistakable Black Rooster logo Chianti Classico wine, among the most renowned wines in the world, is a DOCG wine which shows unique peculiarities and characteristics. Learn all about this sensational wine and taste the best visiting two lovely local wineries, both located in the greenest heart of Chianti Classico. Enjoy the privilege of private visits led by the expert in-house staff at both and learn all about the production and aging techniques that lie behind world-class wines visiting the vineyards and cellars. At the end of each visit savor the best estate blends, discovering the characteristic flavors and aromas of Chianti: a limpid ruby red color, floral notes for its odor and a harmonious, dry and sapid flavor. Crown your experience savoring a delicious typical Tuscan light lunch served in the warm atmosphere of one of the two wineries.

Enjoy a day on the Tuscany Wine Trail, fall in love with Chianti!

DURATION 8 hours

INCLUSIONS:

- Sprinter 19 seats from Florence, disposition in Chianti and transfer to the relais **** *This

service could be operated with 3 minivans TBC
 - Wine Tour & Tasting in 2 different wineries
 - Light lunch with a traditional Tuscan Menu

Thu 12 Sep 2024

Relais Villa Olmo in Tuscany



Address: Via Imprunetana per Tavarnuzze, 19, 50023 Impruneta, Firenze
 Phone number: +39 055 231 1311
 Check - in time: 2.00 pm
 Check - out time: 11.00 am
 In: 12th September
 Out: 14th September
 N. of nights:2
 N. of people:16
 N. of rooms:8
 Room Category: deluxe
 Board: Breakfast included
 Taxes: VAT included
 City tax: Not included in the rate, to be paid on site

Fri 13 Sep 2024

Cooking in a Tuscan Villa

Master the art of Tuscan cuisine hands-on in a country kitchen



Fragrant bruschetta, tempting pasta with tasty sauces, sensational wines, cured meats and cheeses, premium olive oil and much more.
 Boasting miles of bountiful farmland, rich pastures and olive groves Tuscany is a gourmet's idea of

heaven! And then again rambling olive groves and luxuriant vineyards, meadows dotted by farmhouses and tiny churches... the Tuscan countryside is certainly inspiring, and it can inspire one's culinary cravings too! Dive into the local gastronomic tradition, savor luscious typical specialties and master the art of preparing the best Tuscan dishes in a charming countryside location. Enjoy a memorable hands-on culinary experience, discover the variety of typical fresh produce and herbs and learn to make delicious dishes according to centuries-old recipes from the best teacher you can get, a talented local chef. Enjoy the journey, traveling comfortably by private transport, and admire splendid views on the way to your destination, a delightful typical countryside estate. Aprons on, uncover the rich culinary legacy of the area and follow your dedicated chef's skilled instructions to learn the tips and secrets which lie behind the mouth-watering typical dishes. Mince, measure, mix and knead according to tradition and... have fun! Your cooking class will comprise delicious local dishes, such as home-made pasta seasoned with the finest fresh local vegetables. Finally sit down and relax, relishing the view of the hills and the unique flavors of the best meal ever: the one you made yourself in the heart of the Tuscan countryside!

DURATION 5 hours

INCLUSIONS

- Private transportation from/to your hotel
- Private cooking class led by English-speaking Tuscan cook in a charming countryside estate
- Lunch or dinner based on the menu prepared, inclusive of wines

Sat 14 Sep 2024

Donna Camilla Savelli Hotel

4 star Boutique Hotel in Rome



Address: Via Garibaldi, 27, 00153 Roma

Phone number: +39 06 588861

Check - in time: from 3.00 pm

Check- out time: until 12.00 am

In: 14th September

Out: 17th September

N. of nights:3

N. of people:16

N. of rooms:8

Room Category:Executive
 Board: Breakfast included
 Taxes: VAT included
 City tax: Not included in the rate, to be paid on site

Arno Travel Special Amenities 2023
 - Early check in-late check out upon availability
 - Room upgrade upon availability
 - Welcome amenity upon arrival
 - 30Eur credit on F&B services (not applicable on room service)
 - Aperitif The Box for 2 persons

Sat 14 Sep 2024 **Private transfer from Chianti to Rome hotel**

Sprinter 19 seats and driver.*****This service could be operated with 3 minivans TBC
 Door to door transfer.

Sat 14 Sep 2024 **Trastever twilight food tour and Villa Farnesina visit**

Trastevere is a buzzing neighborhood filled with exciting nightlife, local favourite restaurants and tasting rooms, and the city's most authentic street food. Skip the waits and immerse yourself in this enchanting twilight tour of Rome's trendiest nightspot.

During the afternoon enjoy also a visit of the magnificent Villa Farnesina, a true gem off the beaten tracks. The Renaissance villa is nestled in the hearth of Trastevere and it contains a cycle of frescos by Raffaello.

DURATION - 4 h

INCLUSIONS

English speaking guide 4 h
 Villa Farnesina tickets
 Tastings in Trastevere

Sun 15 Sep 2024 **Landmarks of Ancient Rome**

Myths and antiquity



Discover the heart and soul of Rome, one of the world's most ancient cities! Start your day visiting the Colosseum and Roman Forum, ancient Rome's two most remarkable sights. The awe-inspiring Colosseum, commissioned by Vespasian in 72 B.C. was finished in 80 A.C by Titus. Just imagine:

the inauguration lasted a hundred days! With room for over 70,000 spectators, and free seating for all, this amazing venue hosted thrilling popular events. Take an authentic insider's view of its majestic architecture following your guide along the tiers, learn about the animals and gladiators. Get to know the details of its enthralling brutal history: what mainly excited the crowds were the fights between gladiators, frequently slaves, criminals or prisoners of war fighting for rich prizes or their freedom. Then enjoy a short walk to reach the Roman Forum, an immense display of evocative ruins which used to be the social, political and commercial hub of the Roman empire. Learn about the ancient Romans' daily life and fascinating customs wandering through this impressive district of temples, basilicas and vibrant public spaces.

DURATION: 3 hours

Inclusions:

- Private professional licensed English-speaking guide for 4 hours
- Entrance Fees to the Colosseum and Roman Forum
- Private transportation 19 Seats minibus

The ticket that gives access to the Colosseum can only be purchased from one month before the date of the visit, since they tend to go fast, we will confirm availability and times as soon as it will be possible to proceed with the purchase.

Mon 16 Sep 2024

Vatican tour

Spirituality and world-class art



Embark on a journey back in time, travel through over 2000 years of mesmerizing history! Explore this awe-inspiring museum led by your dedicated private guide specialized in art and art history, admire stupendous masterpieces and dive into the history. Being the burial place of St Peter Rome has always been considered a holy city – a second Jerusalem. During your visit to the Vatican Museums you will have the opportunity to learn about the great artists who helped embellish one of the most fascinating sovereign states in the world. The museums comprise some of the world most precious artistic and religious treasures including the Galleries of Maps, Candelabras and Tapestries, the Raphael Rooms, Pinacoteca, or Egyptian Museum. Follow your guide into the awe-inspiring Sistine Chapel, magnificently adorned by Michelangelo's life-like, potent, frescoes. Here the conclaves of cardinals have come together periodically, throughout the centuries, to elect a new pope, and Pope John Paul II called it the 'Holy Spirit's place of action'. Crown your tour with a visit to one of the Catholic Church's holiest temples and important pilgrimage site, the majestic St. Peter's Basilica.

Duration: 4 hours

Inclusions:

- Private professional licensed English-speaking guide for 4 hours
- Entrance tickets to the Vatican Museums and Sistine Chapel
- Visit to St Peter's Basilica
- Private transportation with 19 seats minibus

IMPORTANT: Please note that it is mandatory to provide the name and surname of all guests to buy the Vatican tickets.

Please note that shoulders and knees must be covered both for women and men to access the Church.

Mon 16 Sep 2024

Pasta all'Amatriciana, Tiramisu and more!

The ultimate Roman Cooking Class



When in Rome... master the art of Roman cuisine and indulge in local fare! Discover the secrets and traditions behind typical Roman gastronomy and enjoy the very best hands-on culinary experience you can get in Rome with our 'Pasta all'Amatriciana, Tiramisu and more' cooking class. Aprons on! Learn all about the fresh local produce, spices and seasonings used in typical Roman cuisine and follow your chef's skilled instructions. Mince, measure, mix and knead according to tradition, master the tips and tricks, and make mouth-watering local dishes: fresh hand-rolled pasta and a variety of tasty pasta sauces, among which the signature Roman 'Amatriciana' made with premium local bacon and tomato, and naturally rich, creamy decadent Tiramisu for dessert. Finally sit down and relax, tasting Italian wine and relishing the unique flavors of the best Roman meal ever: the one you made yourself in the heart of the Eternal City!

*Menu Details: Menu may vary according to guests' preferences to include hand-made pasta and 4 different pasta sauces and a dessert, or alternatively Roman pizza followed by dessert. Meal includes the menu as prepared paired by Italian wine

Duration: 4 hours

Inclusions:

- Private two-way transportation from your hotel to the cooking class and back after dinner
- Cooking class led by an experienced professional chef
- Lunch or dinner as per menu prepared

Tue 17 Sep 2024

Transfer from Rome to Sorrento hotel - en route stop on Vesuvio

Sprinter 19 seats and driver *****This service could be operated with 3 minivans TBC
Private transportation from Rome to Sorrento hotel.

En route stop on the Vesuvio slopes at a local farm to enjoy a tasting lunch with typical products from the area, as mozzarella di bufala, fresh organic tomatoes salad, provola cheese and much more. Wine included.

INCLUSIONS:

19 seats minibus
tasting lunch and wine

Tue 17 Sep 2024
3:00 PM

Grand Hotel De la Ville Sorrento



Address: Via Bernardino Rota, 15, 80067 Sorrento NA
Phone number: +39 081 878 2144

Check - in time: dalle ore 15:00

Check- out time: fino alle ore 11:00

In: 17th September

Out: 20th Septmber

N. of nights:3

N. of people:16

N. of rooms:8

Room Category:Superior

Board: Breakfast included

Taxes: VAT included

City tax: Not included in the rate, to be paid on site

Wed 18 Sep 2024

Pizza class in Sorrento



Learn how to put a few simple ingredients together to make the most iconic of Italian dishes, capture the secret of how to create the true Italian Pizza!

Discover various types of flour and how to dose it to other ingredients that are the components that make pizza dough : water salt and oil.

The objective is to teach you to prepare the pizza from start to finish yourselves , from a basic dough, forming this into balls to leave to rise, to the final creation of a typical Neapolitan Pizza. Being able to top your ready made dough with the right ingredients, and learning to put your finished masterpiece in the hot log oven in the right way.

Meeting point in the centre of Sorrento in a funky pizzeria, time for Coffee and Cake.

The Lesson includes :

Producing your own dough from scratch, adding your favourite toppings, cooking the finished product.

You get to eat your Pizza creation with a glass of prosecco or wine or a soft drink.

Your Pizza Master will, during your pizza making experience, give you a running commentary, so you can then take home his precious suggestions and create your own pizza at home !

Go home with a reminder of your perfect fun filled day :

Your own Apron, and a Certificate of Merit for participating !

Thu 19 Sep 2024

Resplendent Gardens and Inspiring Cathedrals, the Lemons and the Food

The ultimate Amalfi Coast experience



Sweet-scented orchards, exquisite pastel-colored villages, and luscious typical fare-all qualities of the incredible Amalfi Coast! The Amalfi Coast is the quintessential Mediterranean destination. Enjoy a stroll through one of the towns followed by a visit to a local organic farm. Depart from your

hotel with your private driver and stop in either Amalfi or Ravello, depending on where you are accommodated. Explore the picturesque streets, discover chic boutiques, mystifying churches, and gorgeous villas. Then travel on to a local family-owned, organic lemon farm and limoncello factory for a visit. Meet the friendly farm staff and tour the estate's lovely grounds discovering the award-winning 'sfusato amalfitano', the celebrated Amalfi lemon. Then learn how it is bred and harvested. Large, juicy and intensely scented, these lemons are an essential ingredient. The juice, peel, and even the leaves are used in the local cuisine. End your experience with a stroll to the estate's limoncello factory, to learn how this delicious liqueur is made. Then, of course, savor a cool delicious glass for yourself!

DURATION: 8 hours

Inclusions:

- Private transportation from your hotel ***This service could be operated with 3 minivans TBC
- Private guide in Amalfi
- Time at leisure in Ravello
- Tour of the lemon farm grounds
- Limoncello factory visit and tasting

Fri 20 Sep 2024

Food Tour in Naples



Make the best of your stay in Naples. In only 3 hours you will have the chance to learn about local food and culture and test the best daily selection of local street food.

A Neapolitan guide will walk you around the backstreets of the Quartieri Spagnoli and share with you insight on locals' daily life, habits and traditions. You will learn the secret of regional recipes and of course you will raise your glass and eat! We have carefully selected for you a number of vendors and foods to give you the best that the streets have to offer. Crunchy fried treats (eg. fried pizza), fresh mozzarellas, tasty gristles, traditional salted cookies (taralli), white wine and a final memorable pastry to pamper your taste buds! Local food only. No matter what. The exploration of the Pignasecca market is one of the highlights of this experience. You will be surrounded with scents, colours and sounds that will make you feel part of Naples.

The area of Quartieri Spagnoli hides the unimaginable, we are referring to the Football Sanctuary of Maradona, an authentic myth for Neapolitans. Maradona wrote the history of local football club and Neapolitans literally worship him like the God of Football. You will not believe what you'll see.

Your streaty guide will get into this interesting story as you sit and share a drink with the group. The walk ends with a fresh and fine dessert at few steps from Via Toledo and the metro station. Not the usual dessert, but the legendary 'snow flake' with whipped cream!

Highlights

- o experience the markets with a local food expert
- o explore the alleys of Quartieri Spagnoli and breath the real street spirit of Naples
- o sample selected street foods at authentic food spots
- o Visit the "Sanctuary" of football dedicated to Maradona

Inclusions

- o Street food samples (pizza, fish, mozzarella, taralli, boiled calf)*
- o Seasonal Dessert
- o 2 drinks (beer and wine)**
- o Licensed tour guide service

Fri 20 Sep 2024
9:00 AM

Private transfer from Sorrento to Naples

19 seats minibus and driver ***This service could be operated with 3 minivans TBC
Private transfer from Sorrento to Naples hotel.

Fri 20 Sep 2024
3:00 PM

Decumani Hotel de Charme in Naples

Address: Via S. Giovanni Maggiore Pignatelli, 15, 80134 Napoli NA
Tel: 081 551 8188

Check - in time: 3.00 pm
Check- out time: 12.00 pm
In:20th September
Out:21st September
N. of nights:1
N. of people:16
N. of rooms:8
Room Category:Superior
Breakfast included
Taxes: VAT included
City tax: Not included in the rate, to be paid on site

Sat 21 Sep 2024

Private transfer from Naples to Naples airport for departure flight

19 seats Minibus and driver ***This service could be operated with 3 minivans TBC
Private transfer from the hotel in Naples to Naples airport for departure.

Sat 21 Sep 2024 Private assistant tour leader throughout the trip

The tour leader will welcome the group upon arrival and will be at disposal during the whole journey, coordinating the group and suppliers every day for each transfer and activity. She will escort the group also to departing airport.

- Included in the price
- Tour leader daily cost
 - Tour leader meals when necessary

Sat 21 Sep 2024 Tour leader accommodations

The tour leader will be accomodated in hotels as the rest of the group so she will be always ready at disposal.

Room category entry level - from Classic to Superior.

CLIENTS' CONTACTS

Please note that, in order to avoid meeting difficulties with both drivers or guides we strongly suggest to please inform the clients' cell phone number so that we may give it to our professionals

PAYMENT AND CANCELLATION

A non-refundable deposit equal to 30% of total estimated costs is due upon confirmation.

Balance is due 1 month prior start of services. The 30% confirmation deposit is non-refundable, independently on date of payment and booking.

Penalties charged for cancellation prior to departure will be applied as follows:

- 30% not refundable deposit from confirmation to 30 days prior start of services
- 50% from 29 to 20 days prior start of services
- 75% from 19 to 15 days prior start of services
- 100% from 14 days prior start of services onwards

Cancellation policy is based on arrival day/start of services

CHANGES AND RE-BOOKINGS

Upon acceptance of the main outline of itinerary and implied costs the program and schedule may be varied within 10 working days prior to guests' arrival date, changes/re-bookings and additions requested after this and/or on site will be charged as follows:

- A flat concierge fee of € 50,00 is applied for each call and request implying an addition, change cancellation, booking.
- An additional 15% is charged onto services and bookings requested on-site
- Changes which imply a partial or full cancellation of any booking, service, museums etc. previously confirmed will be charged at full cost even in case of re-booking of the same

1. Introduction. Notion of tourist package

a) the Legislative Decree no. 111 of 17.03.95, concerning the execution of the Directive 90/314/CE, for consumer protection states that both the organizer and the seller of the tourist package asked by the customer, must be licensed for carrying out their activities (art. 3/1, letter A, 111/95 Legislative Decree)

b) the customer has the right to receive a copy of the tourist package sale contract (in accordance with article 6 of the 111/95 Legislative Decree), which is the necessary document to apply for the Guarantee Fund in reference to article N. 18 of these general contract terms. The notion of "tourist package" (article 2/1 of 111/95 Legislative Decree) is the following: The objects of tourist packages are journeys, holidays and "allinclusive" circuits, resulting from the pre-established combination of at least two of the following elements, sold or offered for sale at a flat rate, whose length will exceed 24 hours, that is, at least one night:

a) transportation; b) accommodation; c) tourist services not additional to transportation or accommodation (omissions)... which are an important part of the "tourist package".

2. Legislative sources

Besides the general conditions, the sale contract of a tourist package is also regulated by the clauses pointed out in the journey documentation, given to the customer. This contract, concerning the arrangement of travel, holiday and single tourist service sales, is also regulated by the Law of 27th Dec 1977 no. 1084, ratified and executed by the Travel Contract International Convention (CCV), subscribed on the 23rd April 1970 in Bruxelles. In addition to the above mentioned CCV, the sale contract of a tourist package is also regulated by Legislative Decree n.111/95, emanated as an enforcement of the Directive n.90/314/CE concerning the journey, holidays and "all-inclusive" circuits. Furthermore, the contract at distance signed by the consumer, for all the applications to the contracts for free time services, is subject to the Legislative Decree n. 185 of the 22nd of May 1999, concerning the "Implementation of the 97/7/CE directive about the consumer protection in regard contract at distance", and to the Legislative Decree n.70 of the 9th of April 2003 concerning the "Implementation of the 2000/31/CE directive about some juridical aspects of the information society in the home market, particularly referred to the e-commerce"

3. Technical data

Florence & Arno Travel srl, n. 10 Protocollo 6272 on the regional register of travel and tourism agencies with license released by the Regione Toscana, Insurance Policy R.C. n. 64/M12435434 8382890 from ITAS Mutua. The validity of the tourist package offered by Florence & Arno Travel srl Tour Operator is shown inside each tourist package's informative card published on-line on www.arnotravel.it. As for the tourist packages created by Florence & Arno Travel srl Tour Operator, the change of reference in regard of currency adjustments is shown inside every information card published on the booklet (electronic or in paper), or outside the catalogue.

4. Booking

Booking can only be effected following the consumer acceptance of the general conditions of this contract. The contract is to be considered when Florence & Arno Travel srl Tour Operator has confirmed the booking, with the relevant information, via e-mail, fax or by telephone. Specifications about the package or about a single tourist service are included in the notes and details of the offer (displayed before the contract subscription), or in other communication tools, as provided by the law in force. In case the tourist product created by Florence & Arno Travel srl Tour Operator and published on a brochure requires a minimum number of participants, Florence & Arno Travel srl Tour Operator reserves the right not to carry out the trip if the requested minimum number of participants has not been achieved.

5. Payments

A partial payment of the 30% of the entire participation fee must be deposited at the booking time. The balance must be paid within 30 days prior departure. Bookings made in the 30 days before the beginning of the Experience must be paid by lump-sum settlement. The payments can be made by either of this: - Credit card (via our on-line payment system)

Bank transfer:

Bank: UNICREDIT

Account name: Florence & Arno Travel srl

IBAN: IT 53 3 02008 02836 000105574970

BIC UNCRIT1F1S

In case of bank transfer payment, it is necessary to send the copy stamped by the bank of the bank transfer through fax (no. +39 055 5370730) before 4h.5pm of the booking day, or the following day in case the booking has been done after that time. It is established that in the cases in which rescission penalties of consumer are enforced, as per the following art.8, the organizer

is legally entitled by the consumer to hold the amount received as partial payment as valid for the due penalty. The non-payment of the above-mentioned sums at fixed dates is an explicit resolatory clause, which would determine the rescission of the tourist package sale contract, set apart the compensation for further damages suffered by the organizer.

6. Price

The price of the tourist package is fixed in the contract, in accordance with what has been written in the catalogue or brochure (on paper or electronic), or out-of-catalogue programme, or possible updates of the catalogues or the extracatalogue programs which might have been done afterwards. Extra expenses, such as compulsory fee to pay in loco, are always specified in the notes and details of the offer. The price can be changed until 20 days before departure and only in case of variations of the following: transportation costs, including the fuel cost; taxes and fees on some kinds of tourist services, such as landing and embarkation or disembarkation fees, in ports and airports; exchange rates applied to the package itself. As for such variations, these will be referred to the exchange rates and to the above-mentioned costs, as well as to the relevant prices quoted at the moment of the booking application.

7. Customer rescission without penalty

The customer can withdraw from the Contract, without paying penalties, in the following cases:

- Price increases over 10 percent, due to the reasons specified in the above-mentioned art. 6;
- Significant modification of one or more material elements of the contract, which can objectively be defined fundamental for the fruition of the tourist package taken as a whole, and proposed by the organizer after the contract itself stipulation, but before the departure, not accepted by the customer. In the above-mentioned cases, the customer has, alternatively, the right to:
- Take advantage of an alternative tourist package, without extra cost or with the return of the overcharge in case the second tourist package is of inferior value than the first one.
- Get the return of the only amount of money already given.

The refund must be effected within seven working days from receiving the refund written application form..

The customer will have to submit his decision (to accept the modification or to recede) within and no longer than two working days from the moment in which he has been given the notice of the rise or variation in price. In case of lack of explicit official announcement within the above-mentioned term, the proposal formulated by the organizer is considered accepted.

8. Renunciation prior departure

- In case a registered participant would withdraw from the contract before departure for different reasons than those of art. 7, the tour operator will apply the following penalties, beside the burdens and costs of the services cancellation:

- 30% of the total amount if the renunciation is given to the tour operator until 30days before the starting of the booked services
- 50% of the total amount if the renunciation is given to the tour operator until 20days before the starting of the booked services
- 75% of the total amount if the renunciation is given to the tour operator until 15days before the starting of the booked services
- 100% after the above-mentioned terms.

The same amounts have to be paid also by those who cannot take part to the travel because of missing or irregular personal emigration documents. No refund is due to travellers who decide to interrupt the travel or their stay already started.

9. Modification or cancellation prior departure

In case in which Florence & Arno Travel srl Tour Operator, before the departure, gives written communication of its impossibility to supply one or more services of the tourist package, the consumer will have the right to choose another tourist package of the same quality or superior without any additional costs or an inferior tourist package with the restitution of the difference in price, or the customer will be refund of the sum already paid within 7 working days from the moment of the rescission or cancellation, if the cancellation is depending on circumstances not imputable to the customer. The organization can void the contract if the minimum number of participants has not been reached, and on condition that the organizer has given this information before the start of the tourist services. In this case the organizer will have to refund only the amounts perceived within 7 working days from the moment of rescission or cancellation, any other refund excluded.

10. Modification after departure

In case that after the departure the organizer cannot supply, for any reason (apart from circumstances depending on the customer) an essential part of the services included in the contract, alternative solutions will have to be provided to the consumer without extra-charges. If the value of the supplied services is lower than the value of the estimated ones, the value of the difference must be refund. In case no alternative solution is possible, or the solution offered by the organizer has been refused by the customer for serious and justified reasons, the organizer will provide free-of-charge a means of transport equivalent to the original one, which should have also been used for going back to the initial departure point, or to another possibly pre-established place, compatible with availability. The customer will be refunded in accordance with the difference between the cost of the estimated services and the cost of the services granted up to the moment of anticipated return.