

SCANDIWALKS

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BOOKING AND CANCELLATION POLICY

Thank you for choosing Scandiwalks.

Before booking a service, tour, activity, city walk, or travel package with us, please read the following Booking and Cancellation Terms and Conditions carefully.

By completing a booking, you expressly agree to be bound by these policies, which supplement our General Terms and Conditions and constitute the entire agreement between Scandiwalks and the client. Your booking will be accepted subject to these terms.

For direct bookings: The person making the booking assumes full responsibility for possessing the legal authority to act on behalf of all travellers included in the booking. Such individual is responsible for binding all participants to this Booking and Cancellation Policy.

For bookings via an agency (Retailer): If the booking is made by a third-party travel agency or travel consultant (Retailer), such Retailer warrants that they have obtained explicit authorization from the end travellers to bind them to these terms. All financial obligations provided for under these policies shall remain the responsibility of the entity making the payment.

Specific terms, limited booking windows, or non-refundable conditions may apply to individual products or services within your booking. Such specific conditions will be clearly summarized during the planning or booking process and shall prevail over the standard terms.

Scandiwalks will exclusively provide the travel services, itineraries, and activities specified in the final travel itinerary confirmation.

BOOKING PROCEDURE

All bookings are handled via email on an "upon request" basis and are strictly subject to the real-time availability of our third-party suppliers.

Upon receiving your specific request, we will initiate a formal availability check and provide a customized travel proposal tailored to your needs directly to your inbox. We maintain constant communication throughout the planning process to ensure all preferences are fully met.

All rates and services stated in our travel proposals are subject to change and availability until the booking is officially confirmed. Scandiwalks cannot guarantee or block any service, hotel room, train seat, or museum admission before receiving the required payment.

A booking is considered officially confirmed and legally binding only after our written confirmation of receipt of the required payment, as outlined in the "Payment Terms and Schedule" section below.

SITE ACCESS AND CLIENT RESPONSIBILITY

The traveller and/or the Retailer acknowledge that admission tickets for Italian museums, galleries, and archaeological sites are often nominative (issued strictly in the visitor's name) and subject to rigid, limited quotas managed entirely by the respective public authorities.

It is the sole responsibility of the traveller (or the Retailer on behalf of the traveller) to provide accurate and complete personal data, exactly as it appears on the passport or official identity document to be presented at the site entrance. Scandiwalks shall not be held liable for any denial of entry, loss of tickets, or subsequent inconveniences resulting from inaccuracies, typos, or errors in the information provided by the client.

Should you decide to proceed with the booking, Scandiwalks will provide you with the following essential documents to finalize the file:

- **Your Detailed Itinerary:** A comprehensive overview of all proposed services, routes, city walks, and activities;
- **Direct Access to Policies:** A direct link to or a copy of our standard Booking and Cancellation Policy;

- **Secure Payment Instructions:** Instructions for secure payment processing via a dedicated online link or our bank details.

By proceeding with the required payment, the traveller (and/or the Retailer) expressly confirms that they have reviewed, understood, and accepted the Booking and Cancellation Policy as well as the Standard Information Form on traveller rights (as established by EU Directive 2015/2302 and the Italian Tourism Code), made available by Scandiwalks during the initial consultation and quoting phase.

PAYMENT TERMS AND SCHEDULE

A booking is officially considered confirmed and binding only when the appropriate payment (the deposit or total balance, as applicable) has been received by Scandiwalks.

Payments must strictly adhere to the following schedule:

- **Bookings made more than 45 days prior to the first service:** A non-refundable deposit of *(indicate the percentage required at least to cover costs)* is required to secure and confirm the booking.
- **The remaining balance** must be received by Scandiwalks no later than 45 days before the first confirmed service. If the balance is not received by the specified due date – unless otherwise agreed in writing by us – Scandiwalks reserves the right to treat your booking as cancelled by the client, applying the cancellation fees outlined below.
- **Bookings made within 45 days of the first service:** Full payment (100% of the total tour price) is required at the time of booking.
- **The remaining balance** must be received by Scandiwalks no later than 45 days before the first confirmed service. If the balance is not received by the specified due date – unless otherwise agreed in writing by us – Scandiwalks reserves the right to treat your booking as cancelled by the client, applying the cancellation fees outlined below.

DEPOSIT AND SPECIAL CONDITIONS

At the time of booking, a non-refundable deposit is due, varying between 20% and 50% of the total price depending on the specific services, customized itineraries, and seasonal demand, to confirm the reservation. The exact percentage is calculated by Scandiwalks to fully cover non-refundable advance costs, including high-demand admission tickets and transport blocks.

The traveller and/or the Retailer acknowledge that admission tickets for Italian museums, galleries, or archaeological sites are in many cases strictly nominative, subject to limited public quotas and, once purchased, non-refundable and non-changeable under any circumstances. In the event of cancellation or modification by the client, the cost of such tickets cannot be recovered or refunded, regardless of the notice provided.

Certain high-demand services, luxury accommodations, or specific peak-season activities may require up to 100% non-refundable payment at the time of booking. The traveller and/or the Retailer will be explicitly informed of such conditions during the quoting phase.

Different deposit amounts, customized payment schedules, and tailored cancellation terms may apply to group bookings (defined as 10 or more participants) or special customized events. If applicable, these specific details will be clearly indicated in your individual travel contract and shall prevail over these standard terms.

BALANCE PAYMENT

The remaining balance must be received by Scandiwalks no later than 45 days before the first confirmed service.

If the full balance is not received by the stated due date – unless an alternative arrangement has been explicitly confirmed in writing by Scandiwalks – we reserve the right to treat your booking as cancelled by the client. In such cases, the non-refundable deposit will be forfeited and standard cancellation fees indicated below will apply.

PAYMENT METHODS

We accept payments via official bank transfer or securely online through the Stripe gateway. All detailed bank instructions or secure Stripe payment links will be provided in the official payment request documentation.

All transactions are processed exclusively in Euros (EUR).

- **For bank transfers:** Any bank fees, currency exchange charges, or international wire transfer commissions are the sole responsibility of the client.

- **For Stripe payments:** The net amount received by Scandiwalks must correspond to the exact Euro total invoiced. Any additional processing fees applied by your card issuer for foreign currencies or international transactions are the sole responsibility of the client.

TRAVEL ITINERARY AND VOUCHERS

Your final, detailed travel itinerary and all relevant operational vouchers will be sent to you electronically via email promptly after confirmation of the balance payment (45 days before the first confirmed service) and no later than 14 days before the first service.

Please note that final travel documentation and vouchers will be issued only on the condition that the balance payment has been successfully received and credited to our bank account.

For bookings finalized less than 45 days before the first service, final vouchers and itineraries will be issued promptly upon receipt and validation of the 100% payment, and in any case before the start of the tour.

PRICES AND SURCHARGES

Our rates for services, city walks, activities, and travel packages are dynamic and subject to seasonal variations based on real-time demand, supplier costs, and availability. Consequently, rates may vary at any time prior to official booking confirmation.

All prices are quoted and processed exclusively in Euros (EUR) and apply strictly to land services. International flights, airfares, and personal travel insurance are never included in our quotes.

Pursuant to the European Package Travel Directive (EU) 2015/2302 and the Italian Tourism Code, Scandiwalks reserves the right to apply price surcharges to travel packages up to 20 days before the start of the first service. Such adjustments may be triggered exclusively by:

- Increases in transport costs or fuel prices;
- Increases in third-party taxes or fees (including local tourist taxes, landing taxes, or embarkation/disembarkation fees at ports and airports);
- Currency exchange rate fluctuations relevant to the package.

Should any approved price surcharge exceed 8% of the total booking price, the traveller (or the Retailer) has the right to cancel the booking without penalty within 3 days of receiving our official notification.

In this case, a full refund of the amount paid to Scandiwalks will be granted. Refunds strictly exclude any third-party bank fees, transaction costs, and ancillary expenses incurred by the client (such as visas, independent travel insurance, or non-refundable flights).

Conversely, travellers are entitled to a price reduction (net of actual administrative and bank expenses incurred by Scandiwalks) if the aforementioned costs (transport, fuel, or taxes) decrease after the finalization of the contract but before the start of the package.

TRAVELLER DETAILS AND INFORMATION

To secure and officially confirm your booking, you must provide all requested traveller information within the timeframes specified during the planning phase. The necessary details vary depending on the service and itinerary, but include, without limitation: full names (exactly as they appear on the passport or official ID), dates of birth, and nationality.

Please note that failure to provide these details accurately, or delaying submission beyond the required deadlines, may make it impossible to secure high-demand services (such as nominative museum tickets or train reservations). In such cases, Scandiwalks reserves the right to treat the booking as cancelled by the client, and standard non-refundable cancellation fees indicated below will apply.

CANCELLATION BY THE TRAVELLER / RETAILER

All cancellations, whether total or partial (affecting only certain services or participants within a group), must be submitted to Scandiwalks exclusively in writing via email. The cancellation date will be officially calculated based on the business day according to Central European Time (CET) on which the written notification is received.

Standard Cancellation Fees Table: If part or all of the booking is cancelled by the traveller or the Retailer, the following fees will strictly apply:

- **45 days or more before the first confirmed service:** Forfeiture of the entire non-refundable deposit, plus any further non-recoverable fees or penalties already imposed by local suppliers.

- **Between 44 and 30 days before the first confirmed service:** 70% of the total booking cost is retained by Scandiwalks as a penalty; the remaining 30% will be refunded (net of any third-party bank or gateway transaction fees).
- **29 days or less before the first confirmed service:** 100% of the total booking cost is retained by Scandiwalks; no refund will be issued given the costs and expenses already incurred by the organiser.
- **Cancellation after the start of services / No-Show:** If a cancellation occurs after the start of the first service, or in the event of a traveller no-show, 100% of the total booking cost is retained; no refund or partial refund will be granted for unused services, tours, or activities.

Please note that different cancellation conditions may apply to specific services, tours, activities, and packages. In some cases, cancellation fees may be higher than the standard rates listed above. In certain instances, a 100% cancellation fee applies immediately at the time of booking. You will be explicitly informed of such specific charges at the time of your booking.

Please note that customized travel packages, specific high-demand activities, luxury accommodations, or peak-season services may be subject to stricter cancellation policies. In certain cases, a 100% cancellation fee may apply immediately at the time of booking. The traveller and/or the Retailer will be explicitly informed of such prevailing conditions during the quoting and booking phase.

ADMISSION TICKETS CANCELLATION POLICY

In strict compliance with the official regulations governing Italian museum authorities, public galleries, and archaeological sites, all admission tickets (including, but not limited to, the Colosseum, Vatican Museums, and Uffizi Gallery) are strictly nominative, non-refundable, and non-changeable under any circumstances once purchased. Consequently, the cost of such tickets is 100% forfeited in the event of cancellation, regardless of the notice provided by the client, due to the regulations of the managing entities and not resulting from a choice by Scandiwalks.

UNUSED SERVICES, LATE ARRIVALS, AND NO-SHOWS

Non-Refund Policy for Unused Portions: No refunds, credits, price reductions, or alternative service substitutions will be issued for any unused portions of a confirmed service, tour, activity, or

travel package. Scandiwalks is under no obligation to refund travellers for itinerary components they choose not to use, regardless of the reason.

Late Arrivals: Travellers are strictly responsible for arriving at the designated meeting point at the exact time specified in their final itinerary or voucher. Local guides, private drivers, and group tours operate according to strict schedules managed by site regulations. In the event of a late arrival, the service will proceed as planned or may be shortened accordingly. If the delay makes it impossible to perform the service (for example, missing a specific museum entry slot or a train departure), it will be treated as a forfeiture by the client without any right to a refund or rescheduling.

Flight and Train Delays (Private Transfers and Surcharges): For private transfers with pick-up from airports, ports, or train stations, drivers monitor arrivals based on the flight/train number provided by the traveller. In the event of significant flight/train delays, cancellations, or lost baggage procedures that exceed the complimentary waiting time, any additional hourly waiting fees or parking surcharges imposed by the transport supplier will be charged strictly to the traveller and/or the Retailer.

If a delay is severe and forces the driver to release the service due to subsequent operational commitments, Scandiwalks will attempt to arrange an alternative transfer, subject to local availability, and the cost of the new vehicle will be entirely borne by the client. Travellers must immediately notify Scandiwalks or the emergency contact provided on the voucher of any transport delays.

No-Show: Failure to appear at the designated meeting point for a confirmed booking at the scheduled time will be classified as a definitive No-Show. In such cases, 100% of the service cost is retained.

CANCELLATION BY SCANDIWALKS AND FORCE MAJEURE

Scandiwalks reserves the right to cancel any confirmed itinerary, service, or travel package prior to departure solely due to unforeseen external events beyond our reasonable control, collectively defined as unavoidable and extraordinary circumstances (including, but not limited to, acts of God, natural disasters, adverse weather conditions, strikes, government actions, political instability, terrorism, epidemics, or operational conditions that make the safe execution of the travel impossible or unfeasible).

If Scandiwalks is forced to cancel your itinerary due to an event related to unavoidable and extraordinary circumstances, the traveller and/or the Retailer will be notified immediately and may choose one of the following remedies:

- **Rescheduling:** Apply the full amount paid as a credit toward a different departure date or a future travel voucher.
- **Alternative Booking:** Book an alternative service, tour, activity, or travel package of equivalent value with Scandiwalks (subject to availability).
- **Refund:** Receive a refund of the amounts related to the land portion successfully processed and received by Scandiwalks. This refund will fully release Scandiwalks from any further financial or legal liability. Please note that admission fees for museums, monuments, and archaeological sites will be refunded only if and to the extent that Scandiwalks receives a full cash refund from the respective official museum authorities. If the monument supplier denies a refund or issues a non-transferable voucher, that specific cost remains strictly non-refundable to the traveller.

Scandiwalks operates exclusively as a land service provider. Consequently, we are not responsible or liable for ancillary expenses, indirect costs, or consequential losses incurred by the traveller as a result of a cancellation, including, but not limited to: independent air tickets, non-refundable flights, visas, vaccinations, or travel insurance premiums. The purchase of comprehensive travel insurance covering trip cancellation is strongly recommended.

Any total or partial refund issued under this section will be processed in Euros (EUR) and will strictly exclude any non-recoverable third-party transaction fees, Stripe gateway processing fees, or international bank transfer fees.

For clarity, Scandiwalks reserves the right to cancel any booking and retain the deposit if the final balance is not received within the strict 45-day deadline, as outlined in the Balance Payment section of these terms.

BOOKING MODIFICATIONS BY TRAVELLERS / RETAILERS

If you wish to request any changes or modifications to your confirmed booking, the request must be submitted to Scandiwalks exclusively in writing via email. While we will make every reasonable

effort to accommodate your request, all changes are strictly subject to local availability, supplier approval, and any applicable price differences.

Modifying the main travel dates of an entire booking or a significant part of the itinerary will be treated as a cancellation of the original booking. Consequently, standard cancellation fees (as outlined in the Cancellation by the Traveller section) will apply, and a new booking request must be initiated. Minor modifications may incur a standard administrative fee in addition to any extra costs imposed by local suppliers.

Pursuant to European Package Travel Regulations, a traveller or Retailer may transfer their booking to another person (the "transferee"), provided that Scandiwalks is notified in writing via email at least 7 days before the first confirmed service and provided that no objective impossibility exists.

Both the original traveller (or Retailer) and the new transferee shall be jointly and severally liable to Scandiwalks for the payment of any remaining balance and for any actual fees, administrative charges, or supplier costs arising from the transfer.

Please note that in the event that nominative admission tickets for museums and archaeological sites are strictly non-transferable, in case of a name change, the original tickets will be forfeited and the cost for purchasing new tickets (subject to real-time availability) will be charged entirely to the client.

A transfer is permitted only if the transferee meets all the criteria and conditions applicable to the trip (including, but not limited to, age limits, fitness levels, and possession of valid travel and health documents). Requests submitted less than 7 days prior to departure will be treated as a standard cancellation (100% penalty).

BOOKING MODIFICATIONS BY SCANDIWALKS

Scandiwalks is committed to operating all services exactly as described in the final itinerary. However, we reserve the right to modify itineraries, routes, or scheduled times should external circumstances arise (for example, public transport strikes, unforeseen changes in museum opening hours, or site accessibility issues). In such cases, we undertake to provide, where possible, an alternative service of equivalent value without further liability or compensation.

If a significant modification or major change is made to your booking prior to departure, we will inform you as soon as possible. In this event, you may choose to:

- Accept the alternative service or arrangements offered; OR
- Terminate the contract and receive a full refund of the amount paid directly to Scandiwalks.

Please note that Scandiwalks shall not be held liable for any ancillary expenses or consequential losses incurred as a result of your booking or its modification/termination due to causes not arising from the direct responsibility of the Organiser. This includes, but is not limited to, costs related to visas, entry requirements, travel insurance premiums, non-refundable flights, or any other independently booked transport and external services. All such expenses remain the sole responsibility of the traveller, and no further liability shall be attributed to Scandiwalks.

Our tours take place regularly, even in the event of rain. However, should extreme weather conditions compromise the safety of our travellers (for example, an official "red" weather alert issued by civil protection authorities), Scandiwalks will propose an alternative itinerary or attempt to reschedule the tour, subject to availability, without further liability or financial compensation.

For more detailed information on Scandiwalks' responsibilities regarding booking modifications or travel packages, please refer to our General Terms and Conditions for the Sale of Travel Packages. These terms are designed to fully comply with the European Package Travel Directive and outline the specific protections and obligations applicable to your booking.

TRAVELLER RESPONSIBILITY

Obligations and Behavior: Travellers are required to strictly comply with all applicable local Italian laws, regulations, and customs during the execution of their itinerary. Scandiwalks reserves the absolute right to immediately exclude any participant from a tour, transfer, or service whose behavior is non-compliant, illegal, disruptive, or deemed detrimental to the safety, well-being, and comfort of other participants, guides, or drivers. In such events, no refund or compensation will be provided.

Verification of Documentation and Vouchers: Upon receipt of final confirmation documents, detailed itineraries, and operational vouchers, the traveller or Retailer must immediately verify all details, with particular attention to travel dates, times, and the correct spelling of names. Scandiwalks must be notified in writing of any errors or discrepancies within 48 hours of receipt to ensure corrective measures can be implemented with local suppliers. Scandiwalks disclaims all liability for errors reported after this deadline.

Passports, Visas, and Entry Requirements: The traveller is solely and exclusively responsible for obtaining, verifying, and possessing all necessary travel and entry documents required by Italian authorities (including valid passports, entry visas, ETIAS authorizations where applicable, and health or vaccination certificates). Booking cancellations or missed services resulting from the traveller's lack of correct and valid documentation will remain strictly subject to our standard cancellation fees.

TRAVEL INSURANCE

Scandiwalks strongly recommends that all travellers purchase a comprehensive, premium travel insurance policy prior to departure. An adequate policy should provide appropriate financial coverage against trip cancellation, trip interruption, personal liability, emergency medical expenses, medical repatriation, and loss, theft, or damage to baggage and personal effects.

Scandiwalks makes no representations, warranties, or assurances regarding the success or reimbursement of funds under any independent insurance claim. The insurance contract is strictly a private agreement between the traveller and their chosen insurance provider.

You expressly agree not to hold Scandiwalks responsible or legally liable for any decision made by third-party insurers, including the denial of claims, partial payments, eligibility disputes, or administrative delays in processing. It is the sole responsibility of the traveller to ensure that their policy meets the requirements of their specific itinerary.

AGE AND HEALTH REQUIREMENTS

Minors and Guardianship: A minimum age requirement may apply to specific activities or packages, which will be communicated during the quoting phase. All travellers under the age of 18 must be accompanied by a parent or legal guardian. In the absence of a legal guardian, the minor must be accompanied by an adult companion over the age of 18 who has been formally appointed by the legal guardian in writing. The legal guardian or their designated adult companion remains fully responsible for the conduct, care, and safety of the minor at all times during the trip.

Physical Fitness and Itinerary Demands: While Scandiwalks generally does not impose any maximum age limit, many of our walking tours, city walks, and activities can be physically demanding, involving long periods of walking on uneven cobblestones, stairs, or inclines. It is the sole responsibility of the traveller to ensure they possess a level of fitness and health suitable to allow full and safe participation in the chosen itinerary.

Undisclosed Conditions: By finalizing a booking, you acknowledge and accept the inherent physical nature of the chosen services. Scandiwalks is not responsible for any extra costs, logistical inconveniences, or missed activities resulting from a traveller's inability to participate due to their own fitness levels, physical limitations, or undisclosed pre-existing medical conditions.

LIABILITY OF SCANDIWALKS

In strict accordance with the Tourism Code (Legislative Decree no. 79/2011) and the European Package Travel Directive (EU 2015/2302), Scandiwalks is liable for the proper performance and execution of all travel services included in your confirmed booking (including, without limitation, guided tours, nominative admission tickets, and private transport).

Our obligation, along with that of our carefully selected independent local suppliers, is to provide all contracted services with reasonable skill, care, and professional diligence. We commit to ensuring that all operational components of your trip materially align with the descriptions provided in your official itinerary.

If a service is not performed in accordance with the contract, Scandiwalks will take all reasonable steps to remedy the non-conformity, unless this proves physically impossible or involves costs that are disproportionate to the extent of the non-conformity and the value of the travel service affected. In the event of a significant and unmitigated shortfall in service performance, travellers may be entitled to an appropriate price reduction or compensation, as strictly provided for and limited by Legislative Decree no. 79/2011.

Scandiwalks is an inbound tour operator based in Italy. Consequently, these terms, the travel contract, and any legal claims, disputes, or liabilities arising from or connected to our services shall be exclusively governed by and construed in accordance with Italian laws. For any legal dispute arising from this contract involving corporate entities or B2B Retailers, the Courts of Tivoli (Rome, Italy) shall have exclusive territorial jurisdiction. For contracts involving individual consumers (B2C), the competent court shall be determined in accordance with the mandatory rules governing consumer contracts under Italian and international law.

For any consumer dispute that cannot be resolved directly with our management, travellers retain the right to seek a resolution through competent Italian mediation bodies or officially recognized Alternative Dispute Resolution (ADR) entities. For further comprehensive details regarding your

legal consumer protections, please refer to our General Terms and Conditions for the Sale of Travel Packages.

PROCESSING OF PERSONAL DATA (GDPR)

Scandiwalks processes travellers' personal data in full compliance with Regulation (EU) 2016/679 ("GDPR"), Legislative Decree no. 196 of June 30, 2003, as amended by Legislative Decree 101/2018, as well as applicable European and national legislation on personal data protection.

Providing the data requested during the booking phase is necessary for the conclusion and performance of the travel contract. Any failure to provide mandatory data may make it impossible to complete the booking or properly provide the requested services.

Personal data will be processed exclusively for the following purposes:

- Management of quote requests and bookings;
- Conclusion and performance of the travel contract;
- Issuance of travel documents, vouchers, and invoices;
- Management of payments;
- Booking services at hotels, accommodations, transport companies, museums, tour guides, and other suppliers involved in the execution of the trip;
- Compliance with legal, tax, accounting, and administrative obligations;
- Protection of the organiser's rights in judicial or extrajudicial settings;
- Management of traveller assistance before, during, and after the trip.

The processing of personal data is carried out on the basis of:

- The performance of a contract or pre-contractual measures requested by the data subject (Art. 6, par. 1, lett. b GDPR);
- Compliance with legal obligations to which the Data Controller is subject (Art. 6, par. 1, lett. c GDPR);
- The legitimate interest of the Controller in protecting their rights and managing the contractual relationship (Art. 6, par. 1, lett. f GDPR).

Should it be necessary to process special categories of personal data (for example, information relating to disabilities, food allergies, or other health requirements communicated by the traveller to

enable the provision of the service), such data will be processed exclusively within the strictly necessary limits and in accordance with the provisions of Art. 9 of the GDPR.

For the performance of the contract, personal data may be communicated exclusively to entities involved in the organisation of the trip, such as, by way of example:

- Hotel facilities and accommodations;
- Transport companies;
- Tour guides;
- Museums and archaeological sites;
- Insurance companies;
- Payment institutions;
- Tax and legal consultants;
- Public authorities when required by law.

Data will be communicated exclusively to the extent necessary for the execution of the booked services.

Should the performance of the contract require the transfer of personal data to countries located outside the European Economic Area, such transfer will be carried out in compliance with Articles 44 et seq. of the GDPR and through the adoption of the guarantees provided by applicable legislation.

Personal data will be stored for the time strictly necessary for the performance of the contract and subsequently for the period required by applicable tax, accounting, and civil law regulations, or for the time necessary to protect the Controller's rights.

The data subject may exercise the rights provided for in Articles 15-22 of the GDPR at any time, including:

- Right of access to personal data;
- Right to rectification;
- Right to erasure (right to be forgotten), in the cases provided for by law;
- Right to restriction of processing;
- Right to data portability;
- Right to object to processing when permitted by legislation.

The data subject also has the right to lodge a complaint with the Personal Data Protection Authority (Garante per la Protezione dei Dati Personali) if they believe that the processing of their data violates current regulations.

The complete privacy policy notice on the processing of personal data, containing all the information provided for by Articles 13 and 14 of the GDPR, is made available to travellers before the conclusion of the contract and can be consulted on the Scandiwalks website.

By confirming the booking, the traveller declares that they have read the Privacy Policy Notice and understood its content.

LIMITATION OF LIABILITY

Role of Intermediary and Third-Party Suppliers

Scandiwalks operates as an inbound tour operator and/or intermediary between the traveller and independent third-party suppliers (including, but not limited to, hotels, transport companies, local tour guides, restaurants, and activity providers). Although Scandiwalks exercises the utmost care and professional diligence in selecting its local partners, these suppliers are independent entities and are not employees, co-venturers, or direct agents of Scandiwalks. Consequently, Scandiwalks shall not be held liable in contract or tort for:

- Any act, error, omission, misrepresentation, breach, or negligence of such third-party supplier.
- Personal injury, property damage, theft, or other loss resulting directly or indirectly from services provided by such independent contractors.
- Any delays, cancellations, overbookings, or service failures caused directly by the supplier or by external operational factors.

Financial Limit of Liability

In any event, except for personal injury or death caused directly by the proven gross negligence of Scandiwalks as dictated by mandatory international conventions and the Tourism Code (Art. 43 Legislative Decree 79/2011), the total maximum liability of Scandiwalks for any claim arising out of or in connection with the booking, including the non-performance or improper performance of services, shall be strictly limited to the total amount paid by the traveller or Retailer to Scandiwalks

for the specific service in question. Under no circumstances shall Scandiwalks be liable for indirect, incidental, or consequential damages.

Exclusions of Liability

Scandiwalks shall not be held liable for any damages, losses, additional expenses, or non-performance of any part of the travel contract if the cause is:

- **Attributable to the Traveller / Retailer:** Including negligence, physical inability, lack of punctuality, failure to arrive at designated meeting points, or failure to comply with local instructions and regulations.
- **Disruptions by Third-Party Suppliers:** Arising from delays, sudden schedule changes, strikes, mechanical breakdowns, or cancellations by transport providers, hotels, or any other third-party service operators.
- **Unforeseeable Actions of Third Parties:** Caused by the actions of a third party unconnected with the provision of the contracted services, which were completely unforeseeable or unavoidable.
- **Force Majeure and Unavoidable Circumstances:** Due to unusual, unforeseen, and exceptional circumstances beyond our reasonable control, the consequences of which could not have been avoided even if all due diligence had been exercised (including, but not limited to, wars, acts of terrorism, political disputes, border closures, visa refusals, national/local industrial actions, or extreme weather events).

Immigration and Conduct

Scandiwalks shall not be held responsible, legally liable, or financially accountable for any expenses, consequential losses, refunds, or reimbursements of unused services if a traveller is refused entry into Italy, denied boarding, detained at border control, or deported by immigration and police authorities. This applies unconditionally to all situations arising from the possession of illegal items, improper or expired travel documentation, or conduct deemed detrimental, disruptive, or illegal by local and national authorities.

WEBSITE CONTENT, VISUAL MATERIALS, AND REPRESENTATIONS

Images, photographs, and videos displayed on the Scandiwalks website, official social media channels, and promotional materials are intended solely to represent the destinations, activities, and services featured in our tours. All such visual materials are provided for illustrative purposes only.

Although Scandiwalks endeavors to ensure that all online and offline content accurately reflects the actual travel experience, these visual elements do not constitute a contractual representation, a legal warranty, or a binding guarantee regarding the exact conditions of the tour. Scandiwalks cannot guarantee specific weather conditions, crowd levels, seasonal variations, scaffolding/restoration works at monuments, or the exact visual appearance of a site at the time of your visit.

Scandiwalks reserves the right to update, modify, or remove any website content, itineraries, or promotional details at any time without prior notice.

INCLUSIONS AND EXCLUSIONS

Inclusions: The price of your trip strictly and only includes the services explicitly listed in the "Inclusions" or "Details" section of your specific tour, activity, or customized holiday itinerary. Depending on the booking, these may include:

- **Accommodation:** As specified and classified in the final itinerary.
- **Transport:** Ground transportation and transfers explicitly listed in the tour or activity details.
- **Guiding Services:** Professional local tour guides or tour escorts as specified for the duration of the activity.
- **Admission Fees:** Admission to galleries, museums, and archaeological sites as explicitly listed with pre-booked time slots where applicable.

Exclusions: Unless otherwise stated by Scandiwalks in writing, the price of your trip strictly excludes:

- **Flights:** International or domestic airfares and related taxes.
- **Airport and Baggage Fees:** Excess baggage charges, airport taxes, or portorage.
- **Documentation:** Visa, passport, and ETIAS fees.
- **Insurance:** Travel, baggage, trip cancellation, and medical insurance.
- **Meals and Beverages:** Any meals, drinks, or wine tastings not specified in the "Details" section.

- **Hotel Extras:** Room service, mini-bar consumption, telephone charges, local tourist taxes (*tassa di soggiorno*) paid locally, and laundry expenses.
- **Personal Expenses:** Shopping, independent transport, or activities not listed in the itinerary.
- **Gratuities:** Tips for guides, drivers, skippers, or service staff.

FLIGHT MONITORING AND AIRPORT TRANSFERS

As a courtesy, Scandiwalks will make every reasonable effort to monitor scheduled arrival flights and landing times. However, our monitoring is strictly subject to the accuracy of the flight data provided by the traveller or Retailer and the operational reporting systems of the airlines.

It is the strict responsibility of the traveller or the Retailer to provide immediate notification to Scandiwalks or the designated transport provider in the event that a flight time changes, is cancelled, rescheduled, or if a connecting flight is missed.

If a flight is delayed and the driver is required to wait at the airport beyond the standard complimentary waiting period, additional waiting fees and parking charges will apply. These fees are determined by the transport supplier's tariff and must be settled by the traveller or invoiced to the Retailer. Scandiwalks is not responsible for any missed transfers, alternative transportation arrangements, or additional transport costs resulting from airline delays or missed communications.

CLAIMS AND COMPLAINTS

If a traveller has a complaint regarding a service, tour, activity, or holiday package, they must inform Scandiwalks or the relevant local supplier promptly and at the exact time of occurrence. This immediate notification is mandatory to allow us the opportunity to investigate, mitigate, and attempt to rectify the matter as quickly as possible.

If a satisfactory resolution is not reached during the execution of the trip, any further formal complaint must be submitted to Scandiwalks in writing (via email or registered mail) within 20 days of the official conclusion of the service or tour.

Complaints received after this strict 20-day deadline may not be taken into consideration, as the delay makes it impossible for Scandiwalks to conduct a fair, thorough, and timely investigation with our third-party suppliers.

APPLICABLE LAW AND JURISDICTION

This contract, including all operational terms and services, is governed by and construed in accordance with Italian laws and applicable European Union directives.

For any legal dispute arising from this contract involving corporate entities, corporate clients, or B2B Retailers, the Courts of Tivoli (Rome, Italy) shall have exclusive territorial jurisdiction. For contracts involving individual consumers (B2C), the competent court shall be determined in accordance with the mandatory rules governing consumer contracts under Italian and international law.

GOVERNING LANGUAGE

These Terms and Conditions are executed and shall be interpreted exclusively in the English language. Any translations, summaries, or courtesy versions provided in Danish, Norwegian, Swedish, or any other language are supplied solely for the convenience of the Traveller and shall have no legal effect.

In the event of any inconsistency, discrepancy, ambiguity, omission, or conflict between the English version and any translated version, the English version shall prevail and shall be the sole legally binding version for all purposes, including the interpretation, validity, performance, and enforcement of these Terms and Conditions.

AMENDMENTS TO THESE TERMS AND CONDITIONS

Scandiwalks reserves the right, at its sole discretion, to amend, revise, update, supplement, or otherwise modify these Terms and Conditions at any time without prior notice.

Any such amendments shall apply only to bookings confirmed after the date on which the revised Terms and Conditions become effective. The version of these Terms and Conditions in force at the time the Traveller's booking is confirmed shall remain binding upon both parties throughout the duration of the relevant travel arrangements and shall continue to govern the contractual relationship arising from that booking.

DATA PROTECTION

Scandiwalks is committed to protecting the privacy and personal data of its Travellers and processes personal data in accordance with the applicable data protection legislation, including **Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR)** and any applicable national implementing legislation.

Personal data will be processed solely for purposes related to the administration of enquiries and bookings, the performance and management of the travel contract, compliance with legal and regulatory obligations, customer support, fraud prevention, and, where applicable, for marketing activities where the Traveller has provided the required consent or where otherwise permitted by applicable law.

Personal data may be shared with carefully selected third parties, including accommodation providers, transport operators, local service providers, payment service providers, insurers, professional advisers, and competent public authorities where necessary for the performance of the contract or to comply with legal obligations.

Personal data shall be retained only for as long as necessary to fulfil the purposes for which it was collected or as required by applicable law.

Travellers are entitled to exercise all rights granted under applicable data protection legislation, including the right of access, rectification, erasure, restriction of processing, data portability, objection to processing, and, where processing is based on consent, the right to withdraw such consent at any time without affecting the lawfulness of processing carried out prior to such withdrawal.

Further information regarding the processing of personal data is set out in the Scandiwalks Privacy Policy, which forms an integral part of these Terms and Conditions and should be read together with them.

CONTACT DETAILS

Should you require any further information, assistance, or clarification regarding these Terms and Conditions or the processing of your personal data, please contact Scandiwalks at: **Email:** booking@scandiwalks.com

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