

Rossi's srls
Via Lorenzo il Magnifico 54, 50129 Firenze
P.iva 06766600487
Codice SDI: M5UXCR1

Contatti:
info@flowtraveling.com

Exchange rate:
Prices quoted in Euro(€) and not subject to currency adjustment.

Traveler replacement:
The methods and conditions for replacing the traveler are governed by art. 39 of the Italian Tourism Code.

Requests for changes:
Requests for changes to practices or services already confirmed may result in additional costs.

Withdrawal and cancellation:
To the traveler who withdraws from the travel contract before departure, outside of the cases listed in paragraph 1 of the art. 10 of the General Conditions of the contract for the sale of tourist packages or in the case provided for by art. 7 paragraph 2, regardless of the payment of the advance referred to in art. 7 paragraph 1, the amount of the penalty will be charged in the amount indicated in the table below, unless otherwise indicated in this document. No refund will be granted to anyone who does not show up for departure or who gives up during the trip itself. The calculation of the days for the application of cancellation penalties begins the day following the date of communication of the cancellation and does not include the day of departure.

Payment terms table:
100% balance upon confirmation of the trip
All entrance and activity tickets are non-refundable except where specified.

Travel Insurance:
It is strongly recommended that you take out travel insurance to cover cancellation due to unforeseen circumstances. Medical and personal insurance is also recommended to cover medical expenses.