

## **General Information**

### **What's Included**

Transportation: All ground transport (except to and from airport) during stay.

Accommodations: All hotels, villas, estates and inns are at least three stars, charming and all with private baths.

Meals: Breakfast, lunch and all dinners, except where noted on itineraries.

Lunches and dinners include mineral water, wine, coffee and occasionally digestives.

Tastings, tours and classes listed on itinerary.

Entrance fees to sites on itinerary.

Tips: All restaurant tips.

### **What's Not Included**

Airfare (We strongly recommend purchasing fully refundable or changeable tickets.)

Transportation to and from airport upon arrival and departure.

Personal Expenses: Snacks and beverages between meals, phone calls, laundry, internet access, room service, trip cancellation insurance, health insurance or needs, etc.

Baggage handler/bell boy tips.

Museum or side tour fees (unless mentioned in the itinerary.)

Extra alcoholic beverages during meals: Drinks or wine other than what are on our pre-arranged menus can be ordered separately by you and put on your own tab.

Tips for service providers like walking tour guides and bus driver.

### **Travel Arrangements**

We are happy to provide you with advice and/or suggestions for transportation from the airport to first meeting place and from our last stop to your departing airport. We will, whenever possible, negotiate special rates for your first night's accommodations if it is at the same location we are using for the first night of the tour. We are also happy to help you with plans for extending your stay beyond the last day of the tour.

### **Insurance**

We strongly recommend that you purchase trip cancellation and delay, loss of luggage and airline ticket insurances. We also ask that you carefully review your medical insurance to determine whether you are adequately covered for any

eventuality while traveling in foreign countries. Purchasing additional traveler's health insurance, including medical evacuation coverage, is highly recommended. Some possible insurance companies: [www.travelex.com](http://www.travelex.com), [www.travelguard.com](http://www.travelguard.com) and [www.csatravelprotection.com](http://www.csatravelprotection.com).

## **Your Responsibilities**

While Moretti Wine Tours are not active adventures, there will still be some walking involved within the cities, at wineries, seeing sights, etc. We ask that you be in good physical condition and able to walk at least a mile. Please take the time to review our pre-trip information so that you know what to expect in terms of weather, social etiquette, what to bring, etc. for your specific trip. If you have any pre-existing physical, mental or emotional disability that may require attention or treatments, you must report them in writing to us prior to the beginning of the tour. All participants must sign a Participant Release and Waiver of Liability prior to the trip. Clients are required to act with respect and responsibility toward other guests, trip personnel, winery personnel, restaurant and hotel personnel and property at all times. We reserve the right to require an individual to withdraw from a tour, or to limit the amount of wine any guest may consume, without claims or complaints against us. Any expenses caused by delays or events beyond our control shall be borne by the participant.

## **Reservations & Deposits**

See *Reservation Form* for more details. To reserve your trip, call us Jeni Moretti at (805) 735-4400 or (310) 863-0062. We require a \$500.00 deposit per person to reserve a space. The balance is due 90 days prior to the start of the program. If the start of the trip is less than 90 days away, payment in full is required. If you do not pay the balance of the program fee prior to 90 days, it may result in the loss of your reservation. Deposits and payments should be made by check or money order to *Moretti Wine Co.* (Please see Reservation Form for more information.)

## **Cancellations and Refunds**

Moretti Wine Co. strictly adheres to its cancellation policy and cannot make exceptions which is why we strongly recommend Trip Cancellation Insurance.

91+ days (from the first day of the trip): 1/2 of deposit  
61-90 days: 50% of the total price  
0-60 days: 100% of the total price

Cancellation fees apply regardless of the reason for a cancellation. We strongly recommend travel insurance that includes trip cancellation coverage to protect against financial loss due to certain cancellations and other trip interruptions.

Cancellations received after the balance due date (90 days before the first day of your trip), will receive a refund of monies, less the initial deposit paid, if a replacement can be found. We reserve the right to cancel any trip for any reason at any time. In such a case, we will notify you as soon as that decision is made and you will receive a full refund of all deposits and payments which will constitute a full settlement.

### **Trip Changes**

Moretti Wine Co. reserves the right to change itineraries as necessary. While we try to keep changes to a minimum, unforeseen circumstances (for example weather, strikes, acts of God, dangers, etc.) can happen. We will always keep the comfort and safety of our participants in mind and will make changes, as necessary, to protect our clients.