



**Selected Tours Italy**  
YOUR PRECIOUS MOMENTS



### **ITINERARY**

Day 1	VENICE	Arrival Transfer from the Airport to your Accommodation Venice Walking Tour including St Mark's Basilica – 3 hours 30 Minutes Gondola Ride
Day 2	VENICE	
Day 3	VENICE	
Day 4	VENICE	

### **IN DETAIL:**

Day 1.

#### **Flight Information**

Arrival at Venice Marco Polo Airport. Look for your driver as you exit Baggage Claim and relax as you enjoy your private transfer by car and water taxi to your Accommodation.



Time to settle in your accommodation, and then we can begin our exploration of Venice

**Venice Walking Tour including St Mark's Basilica – 3 hours**

*Highlights of this amazing UNESCO World Heritage city*

Venice is a miracle of longevity attuned to the whims of the sea, an architectural symphony whose monuments and palaces echo centuries past. Discover its maze of canals, bridges and tiny piazzas that reveal a different world. Visit the vast Piazza San Marco with its Basilica San Marco, the most famous of the city's churches and one of the best known examples of Italo-Byzantine architecture.



*After the tour your guide will leave you at the pier, and you will enjoy the following*

**Venice by Gondola – 30 Minutes**

*Romantic, to be sure, but not just for lovers*

What may at first seem to be a 'touristy' activity, a gondola ride through Venice's labyrinth of canals is actually a historical reality that miraculously still exists. You can no longer cross the Alps on elephant back, but you can still travel by gondola through Venice! As you glide under countless arched bridges, the sky a luminous slice between antique buildings, your eye is delighted with each new turning. Your experienced gondolier, dressed in centuries-old fashion, poles you gently past the Venice of yesterday and today. With laundry strung like flags overhead, perhaps a song from your gondolier, you'll remember exactly why it is that you travel...



**Night In centrally located Venice accommodation**

## Day 2.

### **Hidden Venice & its Carnival Traditions**

*Time to pick your costume!*

With your expert guide, embark in the exploration of *hidden Venice*, the one most visitors miss. Visit a *mascarero*, one of the last traditional mask makers to see how these works of art are made according to century old traditions. Here, you will select and rent your Venetian costume to attend all Carnival events in the program. After, visit the oldest weaver laboratory, to see master artisans in action. Finish with a traditional aperitivo of Cicchetti and Spritz, to live Venice like a true local.

**Note: For families with children there's the possibility to add a mask making workshop to make your own mask to wear.**



Night In centrally located Venice accommodation

## Day 3.

### **Venice Carnival - Costume Contest and Traditions**

*Today you meet an Angel*

On this day, you can participate in the Concorso della Maschera più bella (most beautiful costume contest) in Piazza San Marco. We will take care of the signing up, you just need to have fun! After the contest, you will enjoy hot chocolate at a historic caffè, and get to meet Erika Chia, the “Angel” winner of Carnival 2018, who will share with you her family history and traditions.

In the afternoon (depending on your travel dates), you can participate in the Carnival Inauguration Feast, with the option to reserve a spot in a terrace that overlooks the canal where the boat parade takes place.



Night In centrally located Venice accommodation

## Day 4.

### **Excursion to the Islands of Murano & Burano**

*Glass, sweets and ancient history on a boat excursion*

With a water taxi and guide at your disposal, depart for the Venetian archipelago for a day of exploration. And the best part? You will be in costume! In Murano, watch as the artisans create Carnival glass miniatures, and then proceed to Burano to join the Festa dell'Isola (the typical Carnival feast of the island) as you stroll through the colorful houses and small shops. Time to enjoy lunch before returning to your accommodation.

**Note:** This excursion can be arranged with a professional photographer at disposition to immortalise this wonderful experience.



### **Carnival Ball**

*The perfect finish*

In the evening, board your private water taxi to reach the historic palazzo where each year the exclusive Ballo di Casanova takes place. This is a night of music, art, laughter, and delicious Venetian delicacies. Return transfer to your accommodation.



Night In centrally located Venice accommodation



## Terms & Conditions

Please read this information carefully as it sets out the conditions of your purchase.

## Tour Planning Costs

Included in your total package cost are fees for research, itinerary preparation, arrangement costing, currency transfers and booking procedures. These fees are front-ended. In the event of cancellation, these fees are not refundable. Your payment of a deposit or partial or full purchase price constitutes your acceptance of and liability for these expenses.

## Tour Documents

Your Selected Tours Italy tour documents will be available for download and printing within two (2) weeks of receipt of your final payment. It is your sole responsibility to have all necessary paperwork with you. Selected Tours Italy (Ana Serra) accepts no responsibility for any changes or cancellations that result from the client's failure to produce the necessary documentation for travel. This includes a valid passport and (if required) visa.

## Reservation and Payment Policy

In order to secure customized arrangements for your trip, you will be required to provide Selected Tours Italy (Ana Serra) with a **fully refundable deposit of 100 euros**. A second deposit of **30% of the total** tour cost for each participant will be due **90 days prior** to departure. This amount may need to be increased if your booking includes accommodations or vendors who have stipulated a larger deposit (e.g. for high season or very limited space). **The balance** will be due no later than **7 days prior** to the commencement of your first service. If the balance is not received days prior to the beginning of the tour, and special arrangements have not been made, the land portion of your booking will be canceled. **Bookings made within 30 days of departure must be paid in full at the time of booking**. Payments may be made by wire transfer, PayPal, Visa, MasterCard or American Express. Upon payment of either the deposit or the full tour price (whichever comes first), the client accepts and is bound to the terms and conditions set forth in this agreement. Please take note of your minimum deposit amount, the amount of your balance, and your final payment date when communicated to you by STI.

## Credit Card Fees

S.T.I (Ana Serra) reserves the right to charge a fee for accepting payment by credit card, depending on the type of booking. Clients will be informed in advance about the exact amount of the fee, if applicable. Additionally, some credit card companies add a further foreign transaction processing fee for charges made internationally. This charge is a business decision on the part of the credit card company and has nothing to do with STI (Ana Serra).

## Changes to Reservation

After the itinerary is set and a deposit has been received, one client-requested change to the program will be accepted without a fee from STI. After that, however, an administrative charge of €50 Euro per change in reservation will be levied by STI for all changes made at your request. This fee is on top of any increase in cost or supplier cancellation penalty that a change may engender.

## Cancellation Policy

In the event you need to cancel your tour with Selected Tours Italy (Ana Serra), you must advise us in writing as soon as possible. If you do cancel, the following policy applies:

- **100 euros initial deposit:** Fully refundable up to **7 days** prior to departure (minus the cost for bank charges for international transactions which vary according to the method of payment).
- **Booking deposit** (30% of the total or more if your booking includes accommodations or vendors who have stipulated a larger deposit): Fully refundable up to **7 days** prior to departure (minus the cost for bank charges for international transactions which vary according to the method of payment, as well as the cost for non refundable items such as priority skip the line tickets, train tickets, or any other services secured with non refundable rates).
- **Remaining amount:** Fully refundable up to **7 days** prior to departure (minus the cost for bank charges for international transactions which vary according to the method of payment, as well as the cost for non refundable items such as priority skip the line tickets, train tickets, or any other services secured with non refundable rates).
- **6 days or less prior to arrival: 100% penalty on all amounts paid**

## Cancellation Policy in Case of Travel Bans due to COVID-19:

In the event that travel bans are implemented by your government or the Italian government which prevent you to reach your destination the following cancellation policy will apply instead:

- **100 euros initial deposit:** Fully refundable up to **24 hours** prior to departure (minus the cost for bank charges for international transactions which vary according to the method of payment).

- **Booking deposit** (30% of the total or more if your booking includes accommodations or vendors who have stipulated a larger deposit): Fully refundable up to **24 hours** prior to departure (minus the cost for bank charges for international transactions which vary according to the method of payment, as well as the cost for non refundable items such as priority skip the line tickets, train tickets, or any other services secured with non refundable rates).
- **Remaining amount:** Fully refundable up to **24 hours** prior to departure (minus the cost for bank charges for international transactions which vary according to the method of payment, as well as the cost for non refundable items such as priority skip the line tickets, train tickets, or any other services secured with non refundable rates).

***Please note that this cancellation policy does not apply if you are able to travel but decide not to, if your flight gets cancelled for any reason other than a government issued travel ban, if you contract COVID-19 prior to departure, or you test positive to COVID during your Trip.***

#### **Health & Safety Concerns**

Our travellers' health and safety is our top priority. All our collaborators will follow strict guidelines concerning PPE (personal protective equipment) as well as social distancing and any other recommendations from the Italian Scientific Committee. Clients will also be required to follow all laws and regulations in place at the time of travel (we will provide you with all the information on the most up-to-date policy in force in Italy during your stay), and refusal to do so will result in immediate cancellation of the service in question.

Selected Tours Italy (Ana Serra) will provide any possible assistance in the event you require medical attention. We will provide any necessary information to navigate the system and coordinate with your medical insurance company if needed.

#### **Claims or refunds**

Selected Tours Italy (Ana Serra) will not give refunds for any unused travel services, or unused portion of a tour, nor will STI exchange the cost or value of unused travel for alternate arrangements. If you should have cause for complaint during your holiday, please notify our local supplier or operator immediately. Selected Tours Italy (Ana Serra) provides the local contact information on each voucher in your travel documentation section.

#### **Travel Insurance**

S.T.I (Ana Serra) requires you obtain adequate insurance for such items as trip cancellation/interruption, foreign medical assistance and care, and baggage loss or damage. S.T.I (Ana Serra) accepts no responsibility for these items. You are required to provide a valid Travel Insurance policy within **30 days from departure**, if you fail to do so STI reserves the right to cancel your trip. Travel Insurance is not required in case of single item purchase. If you would like a referral for the purchase of travel insurance in the United States or other countries, please ask us.

#### **Force Majeure**

Selected Tours Italy (Ana Serra) shall not be liable for any claims, losses, damages, costs, expenses, delays or loss of enjoyment of any nature or kind whatsoever, to you or your traveling companions or group members resulting from events beyond our or a supplier's control including but not limited to acts of God, global pandemics, strikes, lockouts or other labor disputes or disruptions, wars, blockades, insurrections, riots, earthquakes, flight and ferry cancellations or interruptions, weather conditions, floods, or acts or restraints imposed by government authorities.

#### **Hotels**

All hotel bookings are subject to availability. Due to the limited capacity of many of the hotels that Selected Tours Italy (Ana Serra) has on offer, STI cannot guarantee that every hotel will be available at the time of your booking. Therefore STI strongly recommends that all travelers book well in advance of their planned departure date. After booking, STI reserves the right, if necessary for tour operation, to select alternate hotels of an equivalent or superior nature to those already selected. STI classifies the hotels that it recommends using the internationally accepted terms Standard, Superior, Luxury and Deluxe. These classifications may not correspond to the classification or nomenclature used by local tourism entities. Different nations have different standards when it comes to tourist accommodations, amenities and services. This is particularly true outside of major urban centers. King size beds are frequently unavailable, and often two single beds are pushed together to create a double/queen size bed. Water, power, Internet availability and the quality of some services may vary and/or be less than would be expected in North America. STI (Ana Serra) shall not be responsible for any loss, damage, injury or inconvenience arising from these different standards, but reminds you that you are on vacation, and when in Rome, do as the Romans do.

#### **Transportation**

It is the responsibility of the traveler to verify the times of all plane, train and ferry departures prior to the beginning and after the end of the itinerary, and to arrive at the airport, train station or ferry terminal well in advance of departure times. S.T.I (Ana Serra) is not responsible for any changes in the itinerary if the client misses any flights, trains or ferries, and the client will assume any additional transportation or accommodation costs needed to resume their holiday. S.T.I (Ana Serra) does not take responsibility for any omissions, substitutions or changes in scheduling by airlines, train companies or ferry companies that may result in cancellations or changes to travel times.

#### **Liability**

S.T.I (Ana Serra) acts only as an agent in negotiating arrangements between you and the owners or contractors who provide accommodations, cruises, transportation, sightseeing or other services included in a tour. S.T.I (Ana Serra) is not responsible for, nor has any control over, the quality of any such services, or for the providers' failure to deliver any such services, or for any injury or loss or damage of personal property, however caused. S.T.I (Ana Serra) reserves the right to cancel a tour or modify the travel service you have purchased by substituting services and varying the itinerary to ensure a safe and viable operation. In all cases you will receive a comparable or superior product.

#### **Privacy Policy**

In compliance with the requirements of the General Data Protection Regulation (GDPR) EU 2016/679, that will apply from 25 May 2018, we inform you that:

Under articles 13 and 14 of the 2016/679/UE Regulation: All data of the contract subscriber and of the other participants, that were provided to guarantee fruition of the services of the package purchased will be processed manually/digitally in compliance with the Regulation and, without prejudice to any litigation and compliance with obligations to law, until its complete execution.

Any refusal to provide data will result in the impossibility of concluding the contract and providing the related services. Data controllers are - save separate and different indications, eventually visible also in the catalog and/or in the respective websites - the sales agency and the organizing agency. Where necessary, the communication of data will be made only to competent authorities, insurance companies, correspondents or local offices of the seller or organizer, service providers part of the tourist package or in any case to subjects for which the transmission of data is necessary in relation to the conclusion of the contract and the use of the relative services. The data may also be disclosed to tax, accounting and legal consultants for the performance legal obligations and/or for the management of any litigation. All these Controllers will work such as owners or independent holders of the respective treatments.

In the case of transfer of personal data in non-EU countries, all the guarantees provided for by articles 44 and ss. of the Regulation will be adopted. At any time the interested parties will be able to exercise the rights referred to in Articles 15 and ss. of the Regulation addressing the Data Controller at the addresses indicated above. Those who believe that the processing of their personal data in connection with this contract is in breach of the provisions of the Regulation have the right to lodge a complaint with the Data Protection Authority, as foreseen by the art. 77 of the Regulation itself, or with the appropriate judicial authorities.

This privacy policy sets out how Selected Tours Italy SRL uses and protects any information that you give Selected Tours Italy SRL when you use this website and the services associated. Selected Tours Italy is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website and the services associated, then you can be assured that it will only be used in accordance with this [privacy statement](#).