



## GENERAL TERMS AND CONDITIONS OF SALE – 2026

*Grape Tours and Grapetrotters are registered European trademarked brands for Tour Operators in France, Italy, and throughout the European Union.*

### **Grape Tours:**

- European Registration No.: 1313763 (WIPO Class 39)
- French Registration No.: 12 3 946 889 (Class 39)

### **Grapetrotters:**

- European Registration No.: 4601357 (WIPO Class 33, 39)
- French Registration No.: 19 4 601 357 (Class 33, 39)

## **1. COMPANY DETAILS**

### **Grape Tours SRL (Italy)**

- Tour Operator registered in Italy, capital of €3,000
- Registered VAT Number: 06382360482
- REA No.: FI-623850
- Head Office: Via dei Renai 19, 50125 Firenze, Italy
- Email: [info@grape-tours.com](mailto:info@grape-tours.com)
- Technical Director: Ilaria Miele
- Administrators: Rebecca Christophersen, Pierre-Emmanuel Gouttenoire
- Civil Liability Insurance: Unipol 1/2317/65/101844833
- Activity Code: 79.11.00 (Travel Agency Services)
- Registration with Atout France (France): IM099210007

Grape Tours SRL is a fully licensed, bonded, and experienced tour operator specializing in wine tours in France and Italy.

## **2. APPLICATION OF TERMS AND CONDITIONS**

These General Terms and Conditions apply to all services provided by Grape Tours (referred to as "the Operator" or "Grape Tours SRL"). They are binding once the client accepts them during the booking process. Disputes arising from these terms will be governed by the courts in Florence, Italy.

- **Prices:** All prices are quoted in Euros and are indicative. Final prices are confirmed at the time of booking.
- **Inclusions & Exclusions:** Prices include all services listed in the program, excluding personal expenses and transportation (unless specified otherwise in the program).
- **Changes or Cancellations:** Grape Tours reserves the right to modify or cancel itineraries if necessary, due to factors like weather, mechanical issues, or other conditions beyond control. We will attempt to offer alternative dates or programs if changes occur.
- **Liability:** Grape Tours acts as an intermediary between travelers and local service providers. We are not responsible for actions or omissions by third-party suppliers, nor for any delays, damages, or loss resulting from their services unless explicitly guaranteed in writing.

### **3. BOOKING & PAYMENT TERMS**

#### **3.1 Reservation Validity:**

Bookings are confirmed only after receiving payment and acceptance of these Terms and Conditions. A voucher/invoice will be sent by email once payment is processed.

#### **3.2 Payment Terms:**

- **Small Group Tours:** 100% payment required at the time of booking.
- **Private Day Tours & Grape Escape:** Full payment required after approval of your request.
- **Multi-Day Tours (Grapetrotters):** A deposit of €500–€1,000 per person is required at registration. The final payment is due 6–4 months before departure.

Payments are accepted by credit card (via Stripe) or bank transfer.

### **4. MODIFICATIONS TO BOOKINGS**

#### **Modifications by Grape Tours:**

Due to the nature of the services provided, the tour program may be subject to changes in dates, timings, and itineraries. No refunds will be given for changes made by Grape Tours.

#### **Modifications by the Client:**

Clients wishing to modify their bookings after confirming the quote must notify Grape Tours by email. Please double-check your booking details (date, time, tickets) upon receiving your voucher, as errors are the client's responsibility.

### **5. CANCELLATION POLICY**

All cancellations must be submitted in writing to Grape Tours. It is the client's responsibility to confirm that Grape Tours has received the cancellation notice.

#### **5.1 Daily Joinable Tours (booked via [www.grape-tours.com](http://www.grape-tours.com) or [www.tuscan-wine-tours.com](http://www.tuscan-wine-tours.com)):**

- **More than 30 days before departure:** Full refund minus 7% administration fee.
- **14–30 days before departure:** 50% refund.

- **8–13 days before departure:** 25% refund.
- **Less than 7 days or no-show:** No refund.
- **Cancellation Insurance:** €20 per person, refundable up to 24 hours before the tour, excluding administrative fees.
- **Rescheduling:** Available up to 4 days before the tour; your payment will be credited for use within 12 months.

#### **5.2 Private Tours (2-8 people):**

- **More than 30 days before departure:** Full refund minus 7% administration fee.
- **14–30 days before departure:** 50% refund.
- **7–13 days before departure:** 25% refund.
- **Less than 7 days or no-show:** No refund.

#### **5.3 Private Tours (more than 8 people):**

- **More than 30 days before departure:** 30% of the total cost retained.
- **Less than 30 days or no-show:** No refund.

#### **5.4 Multi-Day Wine Tours (Grapetrotters):**

- **Deposit:** Fully refundable for 1 month (minus 7% admin fee).
- **Cancellation:**
  - **+180 days before departure:** Full refund minus 7% administration fee.
  - **180–120 days:** 25% refund.
  - **120–30 days:** 10% refund.
  - **Less than 30 days or no-show:** No refund.

Note: If you have purchased third-party cancellation insurance, you must direct any claims to the insurer.

## **6. PARTICIPATION REQUIREMENTS**

### **Health**

Tours are recommended in good conditions of health, with the ability to walk short distances and on uneven terrain, steps, etc.

### **Youth Under 18:**

Bookings for minors (under 18) must be signed by a parent or guardian. A consent letter for international travel is required. The minimum age for participation in joinable tours is 16, with a legal guardian. Children under 8 are not permitted on joinable tours, and special arrangements are recommended for private tours with children.

### **Private Tour Child Fees:**

- Under 8 years: €75 per child.
- 9–15 years: €125 per child.

## 7. INSURANCE

Grape Tours strongly recommends that all travelers purchase comprehensive travel insurance, covering cancellation, medical repatriation, lost luggage, legal aid, and personal injury. Grape Tours is not responsible for any of the following:

- Lost or stolen property
- Illness
- Last-minute cancellations
- No-shows
- Damage to luggage or personal items stored in our vehicles or office

## 8. LIMITATIONS AND EXCLUSIONS

- **Pricing and Itineraries:** Prices, services, and itineraries may change based on market conditions. Illustrations and photographs are for reference only and are not binding.
- **Responsibility for Lost Items:** Grape Tours and its partners are not responsible for any forgotten items or baggage left behind.
- **Force Majeure:** Grape Tours is not liable for delays or cancellations caused by unforeseen events such as traffic, weather, strikes, or natural disasters. In the event of vehicle breakdowns, we will make every effort to continue the journey.

## 9. INDIVIDUAL RESPONSIBILITIES

- **Punctuality:** Clients must adhere to designated pickup times. Latecomers will not be accommodated, and no refunds will be issued.
- **Alcohol Consumption:** Guests are responsible for their alcohol intake. Alcohol is not recommended for pregnant women and should be consumed responsibly.
- **Behavioral Expectations:** Guests must not create disturbances toward other guests. Disruptive behavior may result in removal from the tour, with no refund.
- **Vehicle Rules:** Smoking and bringing your own alcohol or food on the vehicle are not permitted. Clients must respect the driver's authority and adhere to the tour itinerary and all traffic laws. Any violation may result in the termination of the tour.
- **Damage caused by clients:** Grape Tours reserves the right to charge for damages done to the vehicle (breakage, vomit, etc)

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