



NOLEGGIO BUS ROMA S.r.l.

Via Ludovisi, 35 – 00187 ROME – ITALY

VAT code: 12759121002

Registration with the Chamber of Commerce of Rome: REA 1398945

Phone/WhatsApp +39 06 92915391 – Skype: noleggiobusroma

Recipient code: KRRH6B9

E-mail: info@noleggiobusmilano.eu

PEC: info@pec.noleggiobusroma.eu

Website: <https://www.noleggiobusmilano.eu>

General Terms and Conditions of Sale

Booking and Payment

1. To confirm a quote it is necessary to send an email to info@noleggiobusmilano.eu with all the details of the requested services, which will be followed by the signing of the contract.
2. The confirmation is considered completed upon receipt of the signed contract and the non-refundable 30% deposit by wire transfer.
3. The balance must be paid within 30 days before the start date of the booked services, unless otherwise agreed which will be indicated in the contract.
4. For reservations made less than 30 days from the start date of the booked services, the total payment of the reservation is required.
5. For *last minute* bookings made within 3 days from the start date, full payment may be requested by credit card or *PayPal*.

Customer's withdrawal

1. The customer has the right to cancel a reservation, but must communicate it by e-mail to info@noleggiobusmilano.eu. Cancellations communicated only by telephone are not accepted.
2. No-show of passengers the day of the booked service will result in cancellation of the service with 100% penalty for the client.
3. For cancellation received within 30 days from the beginning of the services, a penalty equal to the amount of the deposit will be applied, therefore 30% of the total unless otherwise paid.
4. For cancellations made after the balance payment, the customer is not entitled to a refund of the amount paid with a 100% penalty.
5. With reference to points 3 and 4, after agreement between the parties, a change in the date of the services can be agreed, provided that the news of the change occurs with a notice of at least three working days, so as not to lose the amount paid and avoid any penalty. In this regard, we specify:
 - a) The rate may vary in the case of services at night time, on holidays or on special event days.
 - b) At the time of cancellation, if non-refundable expenses have already been paid in advance on behalf of the customer (for example LTZ permits, museum entrance tickets, etc.), the latter is required to pay these expenses in full, upon presentation of a regular invoice.
 - c) The variation of a reservation entails the stipulation of a new updated contract which replaces the previous one.
6. No penalty will be applied in case of cancellations due to force majeure, under the following conditions:
 - a) A voucher is sent to the customer for an amount equal to the amount paid up to the moment of cancellation.
 - b) The voucher can be used within one year of its issue for booking other tourist services.
 - c) In case of partial use of the voucher, the difference will not be refunded but can be used for another booking during the validity period of the voucher.
 - d) If the voucher is not used, it loses its validity and will not be refunded.