

General Terms & Conditions of Travel and Business

Object

The object of the service is the transport of persons from the airports to the tourist areas of the Alta Valtellina and Engadine and back.

Two types of transfers are offered by the company.

- Individual transfers

The transport service is arranged according to the requirements of the customer, who determines the departure time, departure point and destination. The company will send the customer confirmation as soon as a reservation has been received. The customer must print out the confirmation and present it to the chauffeur on the departure day.

- Transfers with other guests

The transport service will be arranged at the request of the customer, who determines the departure time, departure point and destination. It is however possible that other passengers will also travel with the customer. In this case, the company will gather other customer requests and leave the option of travelling together or individually to the potential passengers. If no other passengers are found, the customer will automatically travel alone without any additional charge. The company will send the customer confirmation as soon as a reservation has been received. The customer must print out the confirmation and present it to the chauffeur on the departure day.

Reservations

All reservations are automatically confirmed.

Customers interested in a transfer must make a reservation/booking at least four days before the transfer departure day. Reservations can be made via the Autoservizi Silvestri offices or online at www.silvestribus.it. Customers who reserve online must provide all data necessary to complete the booking via the website. In particular, the customer must provide a valid mobile telephone number with an international dialling code. This mobile telephone number must be active to allow Autoservizi Silvestri to pass on any possible messages to the customer on the departure day. If the customer has no valid mobile telephone number, he is requested to provide an alternative telephone number and/or address at which he may be contacted. Should this not be possible, the customer is obligated to contact the company at the number given on the reservation. On making a reservation, the customer must provide a credit card number, expiry date and the name and address of the credit card holder. The credit card serves the company as a guarantee.

Reservation changes

It is possible for the customer to change the travel details of the reservation up to four days in advance by contacting Autoservizi Silvestri at (info@silvestribus.it or telephone. +39 0342 996 283) and providing his/her name and reservation number. The company will advise the customer if it is possible to accommodate his wishes. Each alteration can lead to additional costs.

Cancellation

It is possible to cancel a booking for any reason, via e-mail (info@silvestribus.ch) or telephone (+39 0342 996 283) with provision of the reservation number with the cancellation.

No charges will be levied for cancellations made seven days before the departure date. Cancellations made within seven days of the departure date will be liable to the following charges:

- 40% of tariff if the cancellation is made at least 48 hours before departure date.
- 80% of the tariff if cancellation is made within 48 hours of departure or if no notification is received that a journey will not be undertaken.

Transport of children

Children may only travel if accompanied by a parent or other authorized guardian. The guardian is responsible for the child during the entire period of travel.

The transport of children must be reported at the time of reservation so that the legally required child seating can be arranged.

Transport of disabled persons

The company also transports disabled persons. Specific wishes regarding transport must be provided upon reservation.

Baggage transport

In addition to one piece of hand luggage, maximum dimensions 50x30x25 cm, each passenger may also transport one suitcase or rucksack that must be stowed in the luggage compartment. Autoservizi Silvestri S.r.l. reserves the right to only accept items of luggage that conform to the stated dimensions. Further items of baggage per person may be accepted depending upon space. The customer must in any case notify these requirements in advance by e-mail or telephone. Excluded from transport are all items of luggage containing dangerous, inflammable or poisonous goods. The company permits the transport of bicycles that are in an appropriate wrapping. Transport of bicycles must be advised in advance. An additional charge will be made for this service. Luggage is not insured. The company therefore recommends travellers not to carry any valuable items in the luggage and/or take out insurance accordingly. Autoservizi Silvestri S.r.l. refuses all liability for natural environmental influences on items of luggage. Autoservizi Silvestri S.r.l. only bears liability for the contents of items of luggage if it can be made liable on grounds of negligence. Compensation for damage may not exceed the limit as stated in Article 2 of Regulation 450/85. A passenger must notify the coach personnel of any claim for loss of or damage to items of luggage immediately upon arrival. If a lost piece of luggage is recovered, it can be picked up by the passenger involved at Autoservizi Silvestri. The company reserves the right to sue the passenger for any possible damage that the loss of his luggage may have caused.

Tariffs

The tariffs include fuel, motorway charges and VAT. The tariffs do not include surcharges for additional services. The customer will be advised of the total amount of surcharges.

Late arrival

Guests are responsible for arriving at the departure point at the appointed time noted in the confirmation. A maximum waiting time of 30 minutes past the scheduled departure time is provided in the case of individual travel. A charge will be made for extended waiting times. The chauffeur will not wait in the case of travel with other guests. This includes late arrival caused by delayed flights.

Travel breaks

No travel breaks are planned for journeys with other passengers.

Transport of pets

Any passenger may take a small pet on board the vehicle free of charge. The passenger is asked to transport an animal in an appropriate box or at his feet during the entire journey. Passengers wishing to transport an animal are requested to notify this in advance when making the reservation. All animal owners are requested not to allow their animals to climb on the seats. In addition, it is the owner's responsibility to ensure that his animal does not soil or damage the coach or disturb other passengers. Animal owners are liable for any form of damage.

Smoking – consumption of food and beverages

It is forbidden to smoke or consume food or beverages of any kind onboard the vehicles. The company reserves the right to reject persons who are evidently under the influence of alcohol or drugs and who present a danger to other passengers, the vehicle or the chauffeur.

Payment

The method of payment (credit card, cash, cheque etc.) must be agreed with the company. The customer may request a receipt. This requires provision of all necessary data.

Responsibilities of the organizer and customer

The company makes every endeavour to transport guests to their destination in as much comfort as possible. The company accepts no liability or responsibility whatsoever for any circumstances beyond its control. Examples include:

- unforeseen delays caused by traffic
- accidents that cause traffic delays or damage the vehicle
- heavy weather conditions
- problems caused by other customers
- waiting times caused by police checks or other checks by the authorities
- unforeseen technical problems with the vehicle
- zones which do not permit access of the vehicle

The customer is obligated to carry valid identity accepted by the country in which travel is to be undertaken. The customer is obligated to pay for all possible damages which he may cause during transport.

Insurance

Autoservizi Silvestri S.r.l. coaches are insured against injury or damage to passengers.

Complaints and comments

All passengers have the opportunity to submit comments or complaints to Autoservizi Silvestri S.r.l.

Complaints may be submitted in the following forms:

- in writing: Autoservizi Silvestri S.r.l. Via Dala Gesa 265/E 23030 LIVIGNO – SO -
- by telephone: 0342-996.283
- verbally - in person at the office
- by fax: 0342-996.855
- by e-mail: info@silvestribus.it
- via Internet: www.silvestribus.it (by completing the appropriate form)

Personal data

We confirm that in accordance with Article 13 of Regulation 196/03, personal customer data is archived by the company and may be used for further internal purposes. Article 7 of the above regulation gives the customer the right to view the archived data at any time and to have it deleted or updated.

Acceptance of General Terms & Conditions of Travel and Business

We refer to the designated valid legal provisions for any eventualities not covered by the above Terms & Conditions. With the confirmation of reservation, the customer declares his acceptance of the above Terms & Conditions.